



**NUNATSIAVUT**  
kavamanga Government

## **REQUEST FOR PROPOSALS**

### **RETAIL SERVICES**

**DEPARTMENT OF LANGUAGE, CULTURE AND TOURISM  
CAFÉ AND GIFT SHOP TENANT – ILLUSUAK CULTURAL CENTRE  
NAIN, NUNATSIAVUT**

**ISSUE DATE: May 15, 2026**

**CLOSING DATE AND TIME: June 5, 2026 at 4:00 pm Atlantic Time**

# Context

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The Nunatsiavut Government (“NG”) was established in 2005 following the establishment of the Labrador Inuit Land Claims Agreement (“LILCA”). LILCA includes self-government provisions rendering the NG a regional Inuit government within the province of Newfoundland and Labrador. The NG has authority over many central governance areas including health, education, housing, culture and language, justice and community matters.

In 2019, the Nunatsiavut Government opened a new cultural centre, called the Illusuak Cultural Centre (“Illusuak”) located in Nain, Nunatsiavut. Illusuak was closed in 2023 for renovations, and is expected to reopen in the summer 2026. The space has offices for Parks Canada; the NG’s Department of Language, Culture and Tourism; a permanent exhibition; a theatre; and a café and gift shop.

The Department of Language, Culture and Tourism is currently seeking a tenant to run the café and gift shop in Illusuak. The space is move-in ready and includes a kitchen, storage, and retail space.

# Project Overview, Objectives and Scope

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## *Objectives*

The Department of Language, Culture and Tourism is seeking an operator for the Illusuak café and gift shop (the “Tenant”). The café will offer daily café, breakfast, lunch and snacks for Illusuak visitors and the community. The gift shop will sell finished Nunatsiavut arts, crafts, and sewing materials (to be purchased from all five Nunatsiavut communities); Torngat Mountains National Park and Research Station (The Torngats) paraphernalia that is approved by the NG; and Illusuak Cultural Centre merchandise.

The Tenant will be responsible for its operations as an independently owned and operated business. The café and gift shop are fully constructed and move-in ready, but the space will not be open to the public until the building is open for public use, estimated to be July 2026.

The Tenant will avail of a kitchen space, a private locked storage area, and a large gift shop space and counter.

The Tenant must be flexible and willing to operate within the operational hours of the Illusuak Cultural Centre. This will require evenings and weekends, particularly during high tourism season (July – September).

The Tenant will provide services in the following general categories;

- Manage all café operations, including menu development, food and beverage preparation, service, cleanup, and ensuring compliance with health and safety regulations.
- Retail management of the gift shop, including: inventory management, purchasing and selling art/craft, Point of Sale system, debit/credit equipment and setup, purchasing wholesale sewing materials for resale, and any security equipment needed.
- Hiring, training, and managing qualified staff to provide exceptional customer service.
- Management and maintenance of financial records.
- Providing services during Illusuak events, such as exhibit openings, cultural programs, community gatherings, cruise ship visits, and private rentals, as needed.

Purchasing of any office equipment and furniture, shelving, storage solutions, and display materials will be the responsibility of the Tenant.

# Requirements

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Specific requirements outlined below do not constitute the final terms of an agreement or an engagement. A formal written agreement between the two parties will determine the ultimate terms.

## *Mandatory Requirements*

The Tenant must be capable of providing professional café and retail services. If relevant, all previous bookkeeping must be up to date. Tenant must either have valid incorporation and/or non-profit status and if applicable, a business license.

The Tenant's cooking techniques/methods must comply with what is permissible in a non-protected building (ie. No deep fryer).

The Tenant and any staff hired must be willing to work flexible hours to accommodate visitors, especially in busier tourism seasons. This includes evenings and weekends.

Efforts should be made that any art/crafts bought for resale in Illusuak are sourced from artists across Nunatsiavut and that those arts/crafts are of varying mediums. The Tenant will also agree to sell Illusuak merchandise and The Torngats paraphernalia.

The Tenant will be required to pay an annual rental fee for the space and general maintenance. The rent will cover a kitchen space, private storage area, some custom-built shelving in the storage space, the usage of the gift shop space and counter. The Tenant will be responsible for locking up the gift shop after each use, as well as the kitchen and storage space. Maintenance and support includes regular clean up and maintenance, heat and light, etc.

The setup of a phone line and internet for security cameras, surveillance, point of sale system, office computer, debit/credit system is not included in the annual rent and will be the responsibility of the Tenant.

# Evaluation Criteria for Proposals

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The NG will evaluate each Proposal received in response to this RFP using the following criteria, which is not intended to be exhaustive and is not ranked in order of preference or priority:

- a) Completeness, thoroughness and relevance of the Proposal submitted in response to this RFP;
- b) Relevant experience in previous and/or current café operations;
- c) Relevant experience in previous and/or current retail sales;
- d) Relevant experience and knowledge of business;
- e) References, including the contact information of former businesses and employees;
- f) Example of possible schedule of hours, and number of staff to run the shop;
- g) Example of possible programming to be offered to the public including a schedule;
- h) Inuit Content as outlined in the Nunatsiavut Government's *Procurement Act*; and
- i) Other criteria as may be applicable.

The NG reserves the right to discuss any and/or all proposals, and to request additional information from possible tenants.

The NG may not accept any proposal and the NG reserves the right to cancel this RFP. Any proposal that is accepted may be accepted in whole or in part.

The *Procurement Act* will be used to determine the Inuit Content Factor of the submissions and the weighting of the points assigned in this category. **It is the responsibility of tenants to show, in their proposal, a calculation of the Inuit Content Factor for the proponent.**

## *Proposal Content*

### Table of Contents

Proposals should include a table of contents properly indicating the section and page numbers of the information included.

### Executive Summary

Responses shall include an abstract of no more than one (1) page on the information presented in the proposal and the Tenant's unique qualifications and services.

### Background Information

If relevant, provide general information, including a brief history of the retail business and the number of years in business. The proposal should include resumes, relevant project experience, availability, current workload and office location of all key personnel.

### Project Experience

Project Experience should include a comprehensive list of all relevant project programming, statistics and overall analysis. What programs worked, what didn't, and a vision for what would work in the Illusuk.

### References

The Tenant should include three references related to relevant work experience.

### Schedule

The Tenant is asked to develop a mock work schedule for the café and gift shop that will include the number of staff needed, the number of hours the shop will be open and the schedule of shifts for the employees. This must include examples of evenings and weekends.

### Other Benefits

The proponent should describe any other services or benefits the NG may realize through these services.

# Instructions to Proponents

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## *Enquiries*

All enquiries regarding this Request for Proposals (RFP) must be made in writing by fax or e-mail and addressed to:

Attn: Benjamin Mitsuk, Director of Culture, Department of Language, Culture and Tourism

Telephone: (709) 922-2942

Mail: 25 Ikajuktauvik Road, Nain, NL A0P 1L0

Email: [benjamin.mitsuk@nunatsiavut.com](mailto:benjamin.mitsuk@nunatsiavut.com)

Such enquiries should be delivered on or before **May 26, 2026** so that questions and answers can be sent to all potential bidders as an addendum. Information given by word of mouth will not be valid or enforceable.

## *Addenda*

If deemed necessary by the NG, responses to any questions and/or any additional information will be issued by the NG in the form of an addendum, which shall form part of this RFP.

Any addenda issued to this RFP will be posted on the NG website at [www.nunatsiavut.com](http://www.nunatsiavut.com). It is the responsibility of the proponent to ensure that it has received any addenda issued prior to the proposal submission date. Upon submitting a proposal, a tenant will be deemed to have received notice of all addenda that have been issued.

## *Address for Submissions*

To be considered, electronic copies of proposals should be sent to Benjamin Mitsuk, Director of Culture, Department of Language, Culture and Tourism at [benjamin.mitsuk@nunatsiavut.com](mailto:benjamin.mitsuk@nunatsiavut.com).

Hard copies of proposals will also be accepted, must be clearly marked "RETAIL SERVICES, DEPARTMENT OF LANGUAGE, CULTURE AND TOURISM TENANT – ILLUSUAK CULTURAL CENTRE" and be received at:

Department of Language, Culture and Tourism

Nunatsiavut Government

25 Ikajuktauvik Road, Nain, NL A0P 1L0

Attn: Benjamin Mitsuk, Director of Culture, Department of Language, Culture and Tourism

**NOTE: FACSIMILE TRANSMISSIONS WILL NOT BE ACCEPTED.**

## *Submission Deadline*

Proposals must be received on or before **June 5, 2026 at 4:00 pm Atlantic Time** (the "Closing Date"). **PROPOSALS RECEIVED AFTER THAT TIME WILL NOT BE CONSIDERED.**

Proposals will be open for acceptance for at least ninety (90) days following the Closing Date.

# General Conditions

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## *Governing Law*

The laws of the Province of Newfoundland and Labrador and Nunatsiavut govern this RFP and any subsequent contract that may arise as a result of this RFP.

## *Cost of Proposal*

Preparation and submission of a proposal in response to this RFP is voluntary and any costs associated with proposal preparation, submission, meetings, negotiations or discussions with the NG must be borne by the proponent submitting the proposal.

## *No Claim*

The NG will not be liable to any proponent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the proponent in preparing and submitting a proposal, or participating in negotiations for a contract, or other activity related to or arising out of this RFP. Except as expressly and specifically permitted in this RFP, no proponent shall have any claim for any compensation of any kind whatsoever as a result of participating in this RFP and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.

## *Proponent's Qualifications*

In submitting a proposal, the proponent acknowledges and agrees that it has read, understood and agrees to all terms and conditions described in the RFP and that it has the necessary experience, skills and ability to effectively provide the services.

## *Acceptance of Proposal*

The NG reserves the right to accept or reject any or all proposals received in response to this RFP. The NG reserves the right to conduct personal interviews with selected proponents and contact the references provided.

## *Withdrawal*

Proponents may withdraw their proposal at any time prior to acceptance.

## *No Binding Contract*

The NG may, after reviewing the proposals received, enter into discussions with one or more of the proponents, without such discussion in any way creating a binding contract between the NG and any proponent. There will be no binding agreement between any proponent and the NG until a formal contract with negotiated terms has been signed by both the NG and a tenant.

## *Solicitation of NG Staff and Assembly Members*

Prior to the Closing Date, proponents should not establish contact with employees or agents of the NG (including the Nunatsiavut Assembly) regarding this RFP, other than the representative(s) identified without that representative's permission.

Failure to abide by this requirement could be grounds for rejection of the proponent's proposal.

#### *Confidentiality*

Any information acquired about the NG by a proponent during this process must not be disclosed unless authorized by the NG, and this obligation survives the termination of the RFP process.

#### *Conflict of Interest*

By submitting a proposal, the proponent declares that it has no pecuniary interest in the business of any third party that would cause a conflict of interest or be seen to cause a conflict of interest in carrying out the services.

#### *Modification of Terms*

NG reserves the right to modify the terms of this RFP at any time in its sole discretion. This includes the right to cancel this RFP at any time prior to entering into a contract with the successful tenant.

#### *Ownership of Proposals and Freedom of Information*

All documents submitted to the NG will become the property of the NG. They will be received and held in confidence by the NG.

#### *Release of Information*

##### **While Proposal is Open:**

The names of individuals or companies who have picked up the proposal will **not** be released.

##### **At Proposal Opening:**

Only the names of the bidders will be read out.

##### **After Proposal Opening:**

No further information will be released until after the contract is awarded.