

## Frequently Asked Questions

### 1. Is my retail business eligible for to apply for an authorization under the LCO program?

Eligibility depends on seven requirements:

- Is your retail business an existing retail business that is currently in operation and sells a variety of goods to consumers, but does not primarily identify to the public as a pharmacy or a restaurant?
- Is your retail business at least 5 km away from the nearest LCBO store?
- Is your retail business at least 5 km away from the nearest outlet of The Beer Store?
- Is your retail business within 5 km from the specified intersection for your location as listed in Appendix A - Community Locations?
- Is the area you have allocated for the LCO program 50% or less of your overall operational business area?
- Can you fit at least 80 linear feet of shelving and a 4 x 4 foot seasonal beverage area in the area you have allocated for the LCO program?
- Do you have an area that is separate from the main retail area and is a minimum of 100 square feet to store returns of empty beverage alcohol containers?

If you answered yes to ALL seven questions, you are eligible to apply.

### 2. How does the LCBO calculate distance from an LCBO Store, The Beer Stores and the selected intersection?

The LCBO calculates the five kilometre radius from LCBO and Beer stores and the specified intersection using the “measure distance” ruler in Google Maps. Where a respondent is less than 5 km from a Beer Store or an LCBO store when using the “measure distance” Google Maps ruler, driving distance will be calculated in Google Maps and the shortest driving route will be the measurement evaluated.



Fig. 1 Distance calculation using the “measure distance” Google Maps ruler



Fig. 2 Distance calculation by Google Maps using the shortest driving distance via car

**3. In regards to proximity of other LCBO stores, does the 5km restriction include existing Convenience Outlets, or only government run stores?**

The 5 km restriction applies only to LCBO and The Beer Store retail outlets. LCBO store locations can be located using the LCBO store locator which can be found in the top left corner of the LCBO homepage at <https://www.lcbo.com/>. The Beer Store retail outlet locations can be found at <https://www.thebeerstore.ca/store-locator/>. Respondents should note that the LCBO will do its own calculations of the relevant distances as part of the RFP evaluation process. The LCBO and The Beer Store online locators are provided solely for the convenience of applicants and are provided for informational purposes only.

**4. What is the location number?**

The location number is located in Appendix A – Community Locations for each specific location. Please also include the name of the community in the applications, as listed in Appendix A. Refer to diagram below for where to find the location number.

<u>Location #</u>	<u>Community</u>	<u>Intersection</u>	<u>Cross Intersection</u>	<u>MFA</u>
12005	Acton Corners	Hwy 658	English River Rd	Southern
12015	Ahmic Harbour	Ahmic St	Ahmic Lake Road	Northern
12025	Algonquin	ON-Hwy 15	Algonquin Rd	Southern
12035	Alma	Elora St N	Graham St W	Southern
12045	Alton	Queen St	Main St	Southern
12055	Apple Hill	Hughie Munro St	Old Orchard St	Southern
12065	Appleton	River Rd	Hill St	Southern

**5. How do I submit my application?**

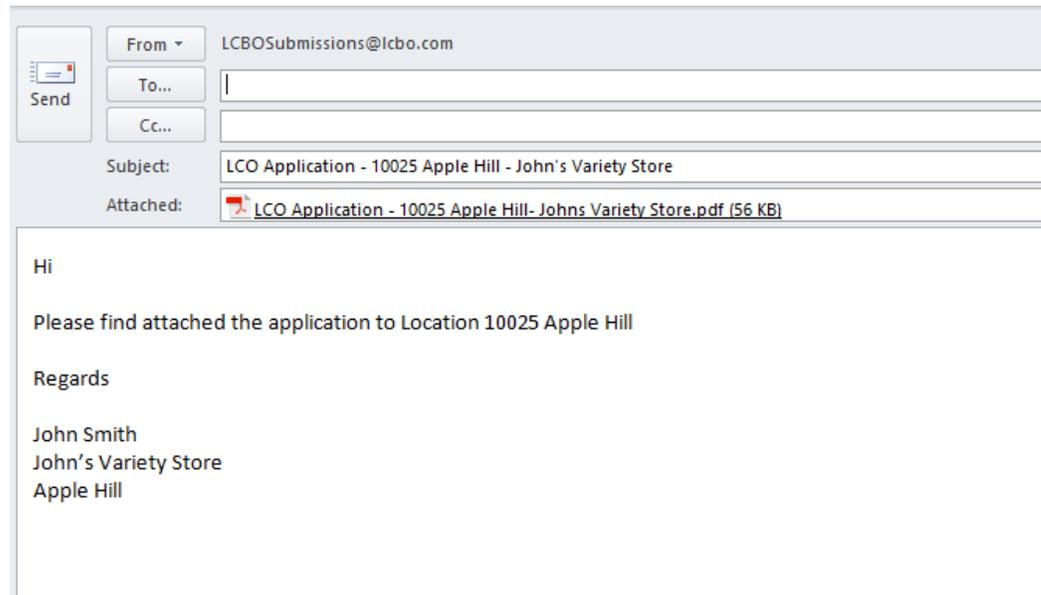
Submissions are to be sent via email to [lcbosubmissions@lcbo.com](mailto:lcbosubmissions@lcbo.com) by the **November 20, 2019 at 2:00 pm.**

In the subject line of the email, write the location number, location name and the name of your retail business.

Where possible, scan and attach the submission as one file.

Name the file with the location name and number and the name of the retail business

Refer to the example below:

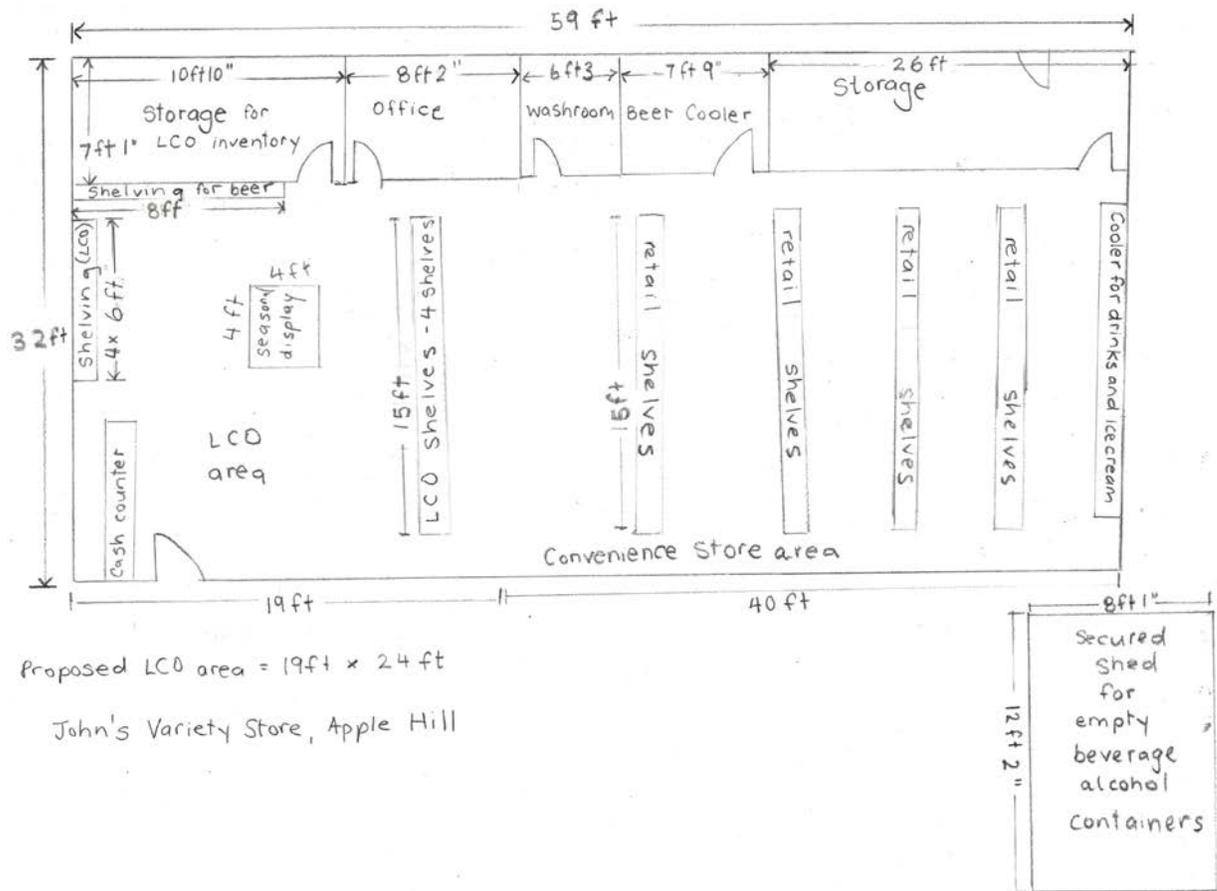


**6. What kind of floor plan do you require as part of the application?**

Floor Plans can be architectural drawings or hand-drawn diagrams and must include the following:

- Measurements of the total size of the business premises;
- Measurements and labelling of the allocated area that would be used for the LCO program;
- Measurements and number of shelves that would display beverage alcohol products. This includes the shelving length, the number of shelving units and the number of tiers. The shelves must sum to at least 80 linear feet;
- Measurements and labelling of the area where the beer will be displayed;
- Identification of the 4' x 4' area for seasonal brands of beverage alcohol;
- Identify and provide measurements for the empty beverage alcohol containers which need to be in a separate area from the retail space and measure a minimum of 100 square feet; and
- Identify and show measurements of a refrigeration area (not mandatory).

See below for an example of a hand-drawn floor plan that contains all the information the LCBO requires



7. My store cannot accommodate the proposed LCBO space requirements. Can I use a separate existing building or an adjoining room/building that is on our property as an LCBO outlet?

Yes. The proposed LCO area and the retail business area must be in the same space where a customer can seamlessly walk between the two areas.

8. In the document Part III, Section 3.3, it states "16 foot shelves or any combination of shelving that totals to 80 linear feet." In Part II, Section 2.5 it states "Respondents should note that optimal inventory levels need a proposed selling area within the Business Premises for Domestic Beer of a minimum of 150 square feet retail." Is the suggested total retail needed for the LCBO convenience outlet 150 sq. feet? Or do we need 16 foot shelves (or 80 linear foot) for LCBO liquor, wine, spirits products AND the suggested 150 sq. feet for the domestic beer?

150 square feet for the domestic beer area is recommended but not required. As per Section 3.3, subsection 1 in the RFP document, the measurement requirements are 16 foot shelves or any combination that totals 80 linear feet, a 4 X 4 foot floor area for seasonal LCBO displays and a segregated storage area for empty beverage alcohol containers with a minimum size of 100 square feet.

9. The RFP states that the shelving needs to be industrial and sufficient enough to hold the weight of beverage products but in a separate section states they must be metal. Our General store has a 'Country' theme and we would like to keep this theme with our new

**alcohol shelving. We would like to use red oak wood that is 2 inches in thickness and would hold as much or more as metal shelving. Would this be sufficient?**

LCBO uses metal shelving as an indicator of the load capacity of the shelving. Wooden shelving could be acceptable provided evidence is made available to the LCBO that the shelving has the load bearing capacity to safely store the beverage alcohol products.

**10. Due to tight space at our convenience store can the proposed storage area for inventory be in the separate building beside the convenience store?**

If the separate building is on the same property with appropriate storage conditions to safely store the product, there will be no issue. Similarly empty storage can be in a separate building on the same property.

**11. I have a shed on my property that's at least 100 square feet. Is this acceptable as a proposed storage area for the storage of returned empty beverage alcohol containers?**

Yes, a shed on your property with at least 100 square feet of storage is acceptable. The shed must have a lock.

**12. I've bought a building and hope to open a new business in a few months. Am I eligible to apply?**

No. Respondents must operate an existing retail business at the time of the RFP closing date.

**13. I am in the process of buying an existing business. Should the application be in my name or the existing owner's name?**

Any sale of business would need to be executed before the submission deadline of this RFP. An authorization is not transferable and therefore if the sale of business happens after the closing of the RFP, it would void the application.

**14. My store is a convenience store however there is take-out counter for fast food. Am I eligible to apply?**

Yes, if you primarily identify as a convenience store, you are eligible to apply.

**15. I own a restaurant adjacent to my store and have a liquor license. Am I still eligible to apply?**

Yes. You are eligible to submit an application. However if you are successful following Stage V of the selection process, you may be required to relinquish it prior to the award of an authorisation or the LCBO may revoke the Authorization or suspend it until such time as the Operator divests itself of such licence or such interest or the LCBO may impose such additional conditions as the LCBO considers appropriate to ensure that there is no conflict between the Operator's interest in such licensed business and the Operator's obligations under this Authorization.

**16. I own a pizza takeout. Am I eligible to apply?**

No. A retail business means a business that sells a variety of goods to consumers, but does not include retailers that primarily identify to the public as a pharmacy or a restaurant. A pizza takeout is a restaurant and therefore you are not eligible to apply to the LCO program.

**17. I am eligible to apply to two locations. Do I need to select one community or can I apply for both?**

You may submit an application for any location where your existing retail business falls into the geographical requirements as listed in the RFP. Where a respondent wishes to submit its business for more than one location, it must submit two separate application packages.

**18. Regarding a conflict of interest, in Appendix C- Personal History Form, when it asks “if any member of your family”, what level of family does this entail?**

The LCBO defines a member of family as an immediate member of family, which includes:

- spouse (includes a person who is married to the employee or cohabits with the employee in a continuing conjugal relationship);
- child (includes a son, daughter, stepchild, ward, or person to whom the employee is a legal guardian);
- mother, father, stepmother, stepfather, ward, or legal guardian;
- sibling, stepbrother, stepsister;
- mother-in-law, father-in-law, brother-in-law, sister-in-law, daughter-in-law, son-in-law;
- grandparent, spouse’s grandparent, grandchild; and
- niece, nephew, aunt, or uncle.

**19. I have speeding tickets. Should I tick “yes’ in Appendix C – Personal History Form, question 14?**

No. This question relates to criminal charges only. Speeding tickets are not classified as a criminal charge.

**20. How do I get a criminal background check?**

Criminal Background Checks can be through Sterling Talent Solutions. Click on the link below and follow the link to register:

<https://www.mybackcheck.com/Secure/Invitation/SelfInvite.aspx?selfInvited=7WxdSG%40kk%40P1tboGfQpgWw%3d%3d&lang=1>

Alternatively, you may go to the OPP to obtain a criminal background check. Please note that the OPP criminal background check takes approximately two weeks. The Sterling criminal background check takes approximately one business day.

**21. When can I expect to hear from you?**

LCBO anticipates beginning the site visits in December 2019. Due to the large number of locations, the LCBO will be processing applications in batches, so respondents may not be contacted for some months. Until a respondent hears from the LCBO in writing, they should not assume that they are successful or unsuccessful

**22. What do I do if I have issues submitting via email?**

If you have issues submitting via email, you can submit via fax. The fax number is 416-864-6853. Submitting via email is preferable as the quality of the images in faxed submissions can vary.

**23. I have more questions. Who can I contact?**

All questions are to be sent to [lcbo submissions@lcbo.com](mailto:lcbo submissions@lcbo.com).  
Questions may be answered in an Addendum that will be posted on  
<http://www.doingbusinesswithlcbo.com/sdre/index.shtml>