

The County is seeking and experienced and qualified individual or firm that clearly demonstrates the highest level of ability to provide food concession services (“Concession”) for county employees, visitors, citizens, attorneys, jurors, etc. The County desires a wide variety of beverages that include water, sports drinks, tea based products, fruit drinks or fruit juice-based products, and carbonated beverages. The County also desires a wide variety of snacks that shall include health snacks, in addition to typical snack foods. Desired menu options should consists of typical breakfast and lunch items i.e. salads, sandwiches, bagels, cereal etc. Hours of operation shall be Monday through Friday 7:00 AM until 2:00 PM daily, year round. Closed Saturday and Sunday and on official County Holidays. Proposals may include extended hours of operation, which will be set a mutually agreed upon by both parties. The County is receptive to recommendation for innovative solutions and advanced technology for concession services.

The Project consists of the following Scope of Services:

1. **Concessionaire Expectations:**
 - a. To maintain an inventory sufficient to satisfy the demands and needs of the public.
 - b. To establish rules regarding customer service if and when required, subject to the approval of Levy County.
 - c. To maintain good public relations, conduct said Concession courteously and fairly to the public, and be responsive to customers’ requests and complaints.
2. **Background Checks:**
 - a. Contractor shall require all employees to have a Level 2 background check.
 - b. Background checks are mandatory and shall be at the vendors sole cost and expense; no exceptions.
3. **Minimum Operating Hours:**
 - a. The Cafeteria shall be open to the public Monday through Friday 7:00 AM until 2:00 PM daily, year round. Closed Saturday and Sunday and on official County Holidays.
 - b. The minimum required hours are non-negotiable.
 - c. Proposals may include extended hours of operation, which will be set as mutually agreed upon by both parties.
4. **Utilities:**
 - a. Utility hookups are available on site. County shall pay for electric, water, sewer, garbage disposal services and local telephone. The County does not guarantee the uninterrupted service of the utilities provided for the cafeteria operation.
 - b. Contractor shall pay for all other expenses, such as but not limited to long distance telephone charges, telecommunication charges, or cable television.
 - c. The County shall not be liable in any manner for damages to Contractors business and/or inventory, or for any other claim by Contractor, resulting from any interruption in utility service, unless such interruption was caused by the sole negligence of the County.
5. **Facility Maintenance:** The Contractor shall be responsible for:
 - a. All licenses and permits for operation.
 - b. Maintaining the premise in a clean, orderly and sanitary condition as required by the hygiene codes and standards of the Florida Department of Business and Professional Regulations (DBPR), the Department of Agriculture and Consumer Services (DACS), and

the Department of Health (DOH) [Hygiene Codes and Standards | Florida Department of Health \(floridahealth.gov\)](https://www.floridahealth.gov/hygiene-codes-and-standards)

- c. The daily housekeeping and sanitation services in the food preparation, storage, dining and serving areas of the premise, which includes dining furniture, floors, walls up to six (6) feet above floor level, and exterior of hoods, ducts, vents and other equipment and fixtures used by Contractor in food storage and preparation areas.
 - d. Collecting and properly packing of dry refuse from such areas and placing the packed refuse at site on premise designated by the County.
 - e. Providing the County with prompt written notice of any structural defects, maintenance problems beyond the scope of Contractor's responsibility or the need for structural repairs or replacements. Contractor shall be responsible for any such repairs if covered by or resulting from the negligent acts or omissions of Contractor, its agents, employees, invitees, licensees, customers or its clients.
 - f. Complying with all County policies and standards regarding to facility infrastructure.
- 6. Inspections:**
- a. Premise are subject to inspections by Levy County and/or other regulatory agencies.
 - b. The Contractor shall notify the County, in writing, within 24 hours of any potential violations which, under the terms of the contract, the County is responsible to correct.
 - c. The Contractor is also required to notify the County, in writing, within five (5) working days from the date of inspection of any notices or violations. The County reserves the right to be present during all inspections.
 - d. The County shall inspect the premise on an annual basis to determine any maintenance needs and operational deficiencies. Such inspections shall be performed by the Levy County Construction and Maintenance Department ("Maintenance"), and the Contractor may participate in the inspections.
 - e. Inspection reports shall be maintained by Maintenance and available upon review by Contractor, if requested. To the extent the inspection determines certain maintenance is required, the County is only responsible for those items which are considered part of the building or County-owned food service equipment.
- 7. Equipment:**
- a. Equipment located on premise owned by County and used by the Contractor shall be listed on a basic inventory approved jointly by the County and the Contractor at the start of the contract. Subsequent changes, additions, or deletions to the basic inventory shall be in writing and approved jointly by both parties.
 - b. On the renewal date of the contract and at the termination date of the contract, a joint inventory shall be taken by the parties to verify correctness of inventory.
 - c. Reasonable care, which includes but is not limited to necessary efforts to maintain premise, improvements, fixtures, etc., shall be exercised in the use of County equipment and, upon contract termination, the Contractor shall yield such equipment in as good condition as received, except for ordinary wear and tear, and damage or destruction beyond Contractor's control and not due to the Contractor or its employees' fault or negligence.
 - d. Point of Sale Equipment:

- i. There shall be no interfacing or connectivity between Contractor's information technology systems and County's information technology systems unless first agreed upon in writing by County and Contractor.
- ii. Any credit or debit transactions for which Contractor may serve as merchant-of-record shall be provided using Contractor's point of sale equipment and Internet connections provided and secured by Contractor.

8. Signs:

- a. Any and all signs, brochures, menu boards and advertising, and all print material shall be presented and approved by the County prior to use.
- b. Contractor may, at its own expense have the name of the business operation on the door, together with the hours of operation and an emergency telephone number, subject to County approval before installation.

9. Modification to Premise:

- a. The County will deliver the site in an "as is" condition. If the proposer wishes to perform any improvements to the site, it will be their responsibility keeping in mind that it shall require prior written approval by the County, and pursuant to any Federal, State or local permitting regulations. In addition, all such additions, improvements and fixtures, except Contractor-owned movable furniture and equipment, shall become the property of the County and remain upon the premise and be surrendered at the end of the Contract.
- b. The Contractor shall provide a written description and plans of any changes or alterations to the building that will be necessary to meet the program(s) being proposed.
- c. Contractor shall not perform or make any alterations, improvements or additions in or to the premise, or install any equipment of any kind that will require any alteration or addition to, or use of the water, heating, air conditioning or electrical or other building systems or equipment, without the prior written consent of County.
- d. Any such approved additions shall be at the Contractor's expense.
- e. Contractor shall pay for all charges of labor, services and materials used in connection with any improvements or repairs to the premise undertaken by Contractor.