



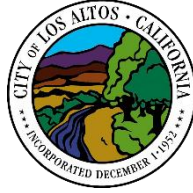
City of Los Altos

REQUEST FOR PROPOSALS
FOR
LOS ALTOS COMMUNITY CENTER CAFÉ SERVICES

* * *

Sealed proposals must be delivered to:

City of Los Altos
Parks & Recreation Department
Attn: Jaime Chew – Recreation Manager
97 Hillview Avenue
Los Altos, California 94022



City of Los Altos
REQUEST FOR PROPOSAL (RFP) FOR
LOS ALTOS COMMUNITY CENTER CAFÉ SERVICES

1. INTRODUCTION

The City of Los Altos is seeking proposals from qualified firms for a café vendor to sell light food and beverages to community center patrons. This includes staffing, commercial food service equipment, and possible additional elements located in the café area within the new Los Altos Community Center at 97 Hillview Avenue, Los Altos, CA 94022.

Please note that vendors will be responsible for purchasing and maintaining any equipment used in the café.

2. ATTACHMENTS

The attachments below are included with this Request for Proposals (RFP) for your review and submittal (see asterisk):

- Attachment A – Vendor’s Information Form*
- Attachment B – Scope of Work/Services
- Attachment C – Sample Lease Agreement
- Attachment D – Sample table, Qualifications of vendor relative to City’s needs
- Attachment E – Business Plan Proposal Format
- Attachment F – Insurance Requirement

The items identified with an asterisk (*) shall be filled out, signed by the appropriate representative of the company and returned with submittal.

3. INSTRUCTIONS TO VENDORS

3.1 Pre-proposal Conference

A pre-proposal conference will be held September 12, 2023 at 11am at the Los Altos Community Center. All prospective vendors are strongly encouraged to attend.

3.2 Examination of Proposal Documents

The submission of a proposal shall be deemed a representation and certification by the vendor that they:

- 321 Have carefully read and fully understand the information that was provided by the City to serve as the basis for submission of this

- proposal.
- 322 Have the capability to successfully undertake and complete the responsibilities and obligations of the proposal being submitted.
- 323 Represent that all information contained in the proposal is true and correct.
- 324 Did not, in any way, collude, conspire to agree, directly or indirectly, with any person, firm, corporation or other vendor in regard to the amount, terms or conditions of this proposal.
- 325 Acknowledge that the City has the right to make any inquiry it deems appropriate to substantiate or supplement information supplied by vendor, and vendor hereby grants the City permission to make these inquiries, and to provide any and all related documentation in a timely manner.

No request for modification of the proposal shall be considered after its submission on grounds that the vendor was not fully informed to any fact or condition.

3.3 Addenda/Clarifications

Should discrepancies or omissions be found in this RFP or should there be a need to clarify this RFP, questions or comments regarding this RFP must be put in writing and received by the City no later than 5pm, September 19, 2023 Correspondence shall be addressed to Jaime Chew, Recreation Manager, City of Los Altos, 97 Hillview Avenue, Los Altos, California 94022.

Responses from the City will be communicated in writing to all recipients of this RFP. Inquiries received after the date and time stated will not be accepted and will be returned to senders without response. All addenda shall become a part of this RFP and shall be acknowledged on the Vendor's Form.

All interviews may be conducted via video conference call.

The City shall not be responsible for nor be bound by any oral instructions, interpretations or explanations issued by the City or its representatives.

3.4 Submission of Proposals

All proposals shall be submitted to:

City of Los Altos
Parks & Recreation Department
Attn: Jaime Chew – Recreation Manager
97 Hillview Avenue
Los Altos, California 94022

Proposals must be delivered no later than 5pm, September 26, 2023. All proposals received after that time will be returned to the vendor unopened.

The vendor shall submit 8 copies of its proposal in a sealed envelope, addressed as noted above, bearing the vendor's name and address clearly marked, "REQUEST FOR PROPOSAL (RFP) FOR LOS ALTOS COMMUNITY CENTER CAFÉ SERVICES"

3.5 Withdrawal of Proposals

A vendor may withdraw its proposal at any time before the expiration of the time for submission of proposals as provided in the RFP by delivering a written request for withdrawal signed by, or on behalf of, the vendor.

3.6 Rights of the City of Los Altos

This RFP does not commit the City to enter into a contract, nor does it obligate the City to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract. The City reserves the right to:

- Make the selection based on its sole discretion;
- Reject any and all proposals;
- Issue subsequent Requests for Proposals;
- Postpone opening for its own convenience;
- Remedy technical errors in the Request for Proposals process;
- Approve or disapprove the use of particular subconsultants;
- Negotiate with any, all or none of the vendors;
- Accept other than the lowest offer;
- Waive informalities and irregularities in the proposals and/or
- Enter into an agreement with another vendor in the event the originally selected vendor defaults or fails to execute an agreement with the City.

An agreement shall not be binding or valid with the City unless and until it is executed by authorized representatives of the City and of the vendor.

4. PROPOSED TENTATIVE TIMELINE

The tentative RFP timeline is as follows:

RFP Issued	August 28, 2023
Pre-Proposal Meeting	September 12, 2023

Deadline for questions, clarifications	September 19, 2023
Proposals Due	September 26, 2023
Finalist Identified	October 10, 2023
Consultant Interviews	October 17, 2023
Consultant selection and contract preparation	October 24, 2023
Contract awarded	November 28, 2023
Work commences	December 4, 2023

5. INFORMATION TO BE SUBMITTED (to be submitted in this order only)

These instructions outline the guidelines governing the format and content of the proposal and the approach to be used in its development and presentation. The intent of the RFP is to encourage responses that clearly communicate the vendor's understanding of the City's requirements and its approach to successfully provide the products and/or services on time and within budget. Only that information which is essential to an understanding and evaluation of the proposal should be submitted. Items not specifically and explicitly related to the RFP and proposal, e.g. brochures, marketing material, etc. will not be considered in the evaluation.

All proposals shall address the following items in the order listed below and shall be numbered 1 through 8 in the proposal document.

5.1 Chapter 1 – Proposal Summary

This chapter shall discuss the highlights, key features and distinguishing points of the proposal. A separate sheet shall include a list of individuals and contacts for this proposal and how to communicate with them. Limit this chapter to a total of three (3) pages including the separate sheet.

5.2 Chapter 2 – Profile on the Proposing Firm(s)

This chapter shall include a brief description of the vendor's firm size as well as the proposed local organization structure. Include a discussion of the vendor's firm's financial stability, capacity and resources. Include all other firms participating in the proposal, including similar information about the firms.

Additionally, this section shall include a listing of any lawsuit or litigation and the result of that action resulting from (a) any public project undertaken by the vendor or by its subcontractors where litigation is still pending or has occurred within the last five years or (b) any type of project where claims or settlements were paid by the consultant or its insurers within the last five years.

5.3 Chapter 3 – Qualifications of the Firm

This chapter shall include a brief description of the vendor and sub-contractor's qualifications and previous experience on similar or related projects. Provide in a table format (see Sample Table, Attachment D) descriptions of pertinent project experience with other public municipalities and private sector that includes a summary of the work performed, the total project cost, the percentage of work the firm was responsible for, the period over which the work was completed, and the name, title, and phone number of client's to be contacted for references. Give a brief statement of the firm's adherence to the schedule and budget for the project.

This chapter shall include information regarding any relationships with firms and/or individuals who may submit proposals in response to the RFPs being developed.

5.4 Chapter 4 – Work Plan or Proposal

This chapter shall present a well-conceived service plan. Include a full description of major tasks and subtasks. This section of the proposal shall establish that the vendor understands the City's objectives and work requirements and vendor's ability to satisfy those objectives and requirements. Succinctly describe the proposed approach for addressing the required services and the firm's ability to meet the City's schedule, outlining the approach that would be undertaken in providing the requested services.

5.5 Chapter 5 – Type of Food and Beverages

The City of Los Altos desires varied and appealing hot and cold beverage and snack service with healthy choices and a basic, reasonably priced menu. In addition, vendor may propose enhanced meal/menu options for consideration.

The food ordering process and menus should be incredibly clear to customers entering the café. Menus will be updated regularly and prominently posted. In the absence of grade labeling, the vendor shall provide the City, upon request, with package labeling codes or industry accepted grade equivalent standard to verify the minimum grades specified are being provided.

5.6 Chapter 6 – Project Staffing

This chapter shall discuss how the vendor would propose to staff this project. Key project team members shall be identified by name, title and specific responsibilities on the project. An organizational chart for the project team and resumes for key vendor personnel shall be included. Key personnel will be an important factor considered by the review committee. Changes in key personnel may be cause for rejection of the proposal.

5.7 Chapter 7 – Use of Planned Space for Café

This chapter shall include your proposed layout of available space, including décor, appliances, hardware, and other devices, equipment needs (e.g. merchandising cabinets); design plans for table & chairs, and any other space needs in order to operate the proposed café, including a possible proposed arrangement to use the Community Center's catering kitchen. Please note the Technical Specifications for the café area listed in the Scope of Work and the

restrictions on the space.

5.8 Chapter 8 – Revenue Proposal

Each proposal shall contain a revenue proposal for the Community Center, such as rent or a profit-sharing arrangement in lieu of rent. A proposal for use of the catering kitchen, if applicable, should be included in this chapter along with an additional revenue proposal.

5.9 Chapter 9 – Cleaning

This chapter shall contain a plan for clean-up of café area and patron seating areas, including trash, recycling, and compost removal.

The vendor will be responsible for the sanitation and cleanliness of the concession and dining areas at their expense, including the daily removal of all trash.

5.10 Chapter 10 – Hours of Operation

This chapter shall contain a proposal for the café's hours of operations to best accommodate customer needs, based upon its experience. Including any need for access to the catering kitchen, if applicable.

*** Preferable hours of operation are during the daily open hours of the Community Center.

5.11 Chapter 11 – Customer Service

The City of Los Altos strives to serve all people in a manner that ensures their safety in an atmosphere of courtesy, respect, and service excellence. The vendor must have a service philosophy and demonstrated service history that mirrors this tenet. Vendor shall provide a sufficient number of staff and management personnel to ensure quick and efficient service in keeping with this philosophy.

5.12 Chapter 12 – Proposal Exceptions

This chapter shall discuss any exceptions or requested changes that the vendor has to the City's RFP conditions, requirements and sample contract. If there are no exceptions noted, it is assumed the vendor will accept all conditions and requirements identified in the Attachment C – "Sample Agreement for Services." Items not noted with exception will not be open to later negotiation.

6. CONTRACT TYPE AND METHOD OF PAYMENT

It is anticipated that the agreement resulting from this solicitation, if awarded, will be a lease, or profit sharing, or other agreement form of contract. A sample agreement of services is provided as Attachment C.

The agreement between the City and vendor is negotiable, and can include a monthly lease payment, profit sharing, and other elements based on the City's interest in a term of at least 5 years.

Vendors shall be prepared to accept the terms and conditions of the agreement, including insurance requirements in Attachment F. If a vendor desires to take

exception to the agreement, vendor shall provide the following information in Chapter 7 of their submittal package. Please include the following:

- Vendor shall clearly identify each proposed change to the agreement, including all relevant attachments.
- Vendor shall furnish the reasons for, as well as specify recommendations for alternative language.

The above factors will be taken into account in evaluating proposals. Proposals that take substantial exceptions to the proposed agreement may be determined by the City, at its sole discretion, to be unacceptable and no longer considered for award.

Insurance Requirements

The selected vendor(s), at vendor's sole cost and expense and for the full term of the agreement or any extension thereof, shall obtain and maintain, at a minimum, all of the insurance requirements outlined in Attachment F.

All policies, endorsements, certificates and/or binders shall be subject to the approval of the Risk Manager of the City of Los Altos as to form and content. These requirements are subject to amendment or waiver, if so approved, in writing by the Risk Manager. The selected vendor agrees to provide the City with a copy of said policies, certificates and/or endorsement upon award of contract.

7. REVIEW AND SELECTION PROCESS

City staff will evaluate the proposals provided based on the following criteria:

- 7.1 Quality and completeness of proposal;
- 7.2 Quality, performance and effectiveness of the solution, goods and/or services to be provided by the vendor;
- 7.3 Vendors experience, including the experience of staff to be assigned to the project, the engagements of similar scope and complexity;
- 7.4 Cost to the City;
- 7.5 Vendor's financial stability;
- 7.6 Vendor's ability to perform the work within the time specified;
- 7.7 Vendor's prior record of performance with City or others;
- 7.8 Vendor's ability to provide future maintenance, repairs parts and/or services; and
- 7.9 Vendor's compliance with applicable laws, regulations, policies (including city council policies), guidelines and orders governing prior or existing contracts performed by the contractor.

The selection committee will make a recommendation to the awarding authority. The acceptance of the proposal will be evidenced by written Notice of Award from the Recreation Manager of the City of Los Altos to the successful vendor.

8. ORAL INTERVIEWS

Vendors may be required to participate in an oral interview. The oral interview will be a panel comprised of members of the selection committee.

Vendors may only ask questions that are intended to clarify the questions that they are being asked to respond.

Each vendor's time slot for oral interviews will be determined randomly. Vendors who are selected shall make every effort to attend. If representatives of the City experience difficulty on the part of any vendor in scheduling a time for the oral interview, it may result in disqualification from further consideration.

All interviews may be conducted via video conference call.

9. PUBLIC NATURE OF MATERIALS

Responses to this RFP become the exclusive property of the City of Los Altos. Such responses shall remain confidential until a vendor is selected and an agreement is executed. At that time, all proposals received in response to this RFP shall be regarded as public records, with the exception of those elements in each proposal which are defined by the vendor as business or trade secrets and plainly marked as "Confidential," "Trade Secret," or "Proprietary". The City shall not in any way be liable or responsible for the disclosure of any such proposal or portions thereof, if they are not plainly marked as "Confidential," "Trade Secret," or "Proprietary" or if disclosure is required under the Public Records Act. Any proposal which contains language purporting to render all or significant portions of the proposal "Confidential," "Trade Secret," or "Proprietary" shall be regarded as non-responsive.

Although the California Public Records Act recognizes that certain confidential trade secret information may be protected from disclosure, the City of Los Altos may not accept or approve that the information that a vendor submits is a trade secret. If a request is made for information marked “Confidential,” “Trade Secret,” or “Proprietary,” the City shall provide the vendor who submitted the information with reasonable notice to allow the vendor to seek protection from disclosure by a court of competent jurisdiction.

10. COLLUSION

By submitting a proposal, each vendor represents and warrants that its proposal is genuine and not a sham or collusive or made in the interest of or on behalf of any person not named therein; that the vendor has not directly induced or solicited any other person to submit a sham proposal or any other person to refrain from submitting a proposal; and that the vendor has not in any manner sought collusion to secure any improper advantage over any other person submitting a proposal.

11. DISQUALIFICATION

Factors such as, but not limited to, any of the following may be considered just cause to disqualify a proposal without further consideration:

- 11.1 Evidence of collusion, directly or indirectly, among vendors in regard to the amount, terms or conditions of this proposal;
- 11.2 Any attempt to improperly influence any member of the selection committee;
- 11.3 Existence of any lawsuit, unresolved contractual claim or dispute between Vendor and the City;
- 11.4 Evidence of incorrect information submitted as part of the proposal;
- 11.5 Evidence of vendor’s inability to successfully complete the responsibilities and obligation of the proposal; and
- 11.6 Vendor’s default under any previous agreement with the City, which results in termination of the agreement.

12. NON-CONFORMING PROPOSAL

A proposal shall be prepared and submitted in accordance with the provisions of these RFP instructions and specifications. Any alteration, omission, addition, variance, or limitation of, from or to a proposal may be sufficient grounds for non- acceptance of the proposal, at the sole discretion of the City.

13. GRATUITIES

No person shall offer, give or agree to give any City employee any gratuity, discount or offer of employment in connection with the award of contract by the city. No city employee shall solicit, demand, accept or agree to accept from any other person a gratuity, discount or offer of employment in connection with a city contract.

14. FIRMS OR PERSONS NOT ELIGIBLE TO SUBMIT A PROPOSAL

In order to avoid any conflict of interest or perception of a conflict of interest, vendor(s) selected to provide professional services under this RFP will be subject to the following requirements:

- 14.1 The vendor(s) who works on the procurement will be precluded from submitting proposals or bids as a prime contractor or subcontractor in the ultimate procurement.
- 14.2 The vendor(s) may not have interest in any potential vendor for the ultimate procurement.

~ End of Section ~

Attachment A Vendor's Information Form

VENDOR (please print):

Name: _____

Address: _____

Telephone: _____ Fax: _____

Contact person, title, email, telephone and fax number: _____

Vendor, if selected, intends to carry on the business as (check one):

Individual Joint Venture

Partnership

Corporation

When incorporated? _____

In what state? _____

When authorized to do business in California? _____

Other (explain): _____

ADDENDA

To ensure that all Vendors have received each addendum, check the appropriate box(es) below. Failure to acknowledge receipt of an addendum/addenda may be considered an irregularity in the Proposal:

Addendum number(s) received: 1 2 3 4 5 6

Or, _____ No Addendum/Addenda Were Received (**check and initial**).

2 VENDOR'S SIGNATURE

No proposal shall be accepted which has not been signed in ink in the appropriate space below:

By signing below, the submission of a proposal shall be deemed a representation and certification by the VENDOR that they have investigated all aspects of the RFP, that they are aware of the applicable facts pertaining to the RFP process, its procedures and requirements, and they have read and understand the RFP. No request for modification of the proposal shall be considered after its submission on the grounds that the VENDOR was not fully informed as to any fact or condition.

Attachment A – Vendor Information continued...

1. If vendor is **INDIVIDUAL**, sign here

Date: _____
Vendor's Signature

Vendor's typed name and title

2. If Vendor is **PARTNERSHIP** or **JOINT VENTURE**; at least two (2) Partners shall sign here:

Partnership or Joint Venture Name (type or print)

Date: _____
Member of the Partnership or Joint Venture signature

Date: _____
Member of the Partnership or Joint Venture signature

3. If vendor is a **CORPORATION**, the duly authorized officer shall sign as follows:

The undersigned certify that he/she is respectively:

Signature and _____
Title

Of the corporation named below; that they are designated to sign the Proposal Cost Form by resolution (attach a certified copy, with corporate seal, if applicable, notarized as to its authenticity or Secretary's certificate of authorization) for and on behalf of the below named CORPORATION, and that they are authorized to execute same for and on behalf of said CORPORATION.

Corporation Name (type or print)

By: _____ Date: _____

Title: _____

Attachment B

Scope of Work/ Services

LOS ALTOS COMMUNITY CENTER CAFÉ SERVICES

Project Description

The City of Los Altos Community Center is located at 97 Hillview Avenue, Los Altos, CA 94022 and opened to the public in October 2021. There is a 152 square foot café space with an additional approximately 120 square foot adjacent storage area. Plumbing and electrical connections are provided. The City is seeking the professional services of a qualified vendor to operate the café, offering a variety of food and drink options, and a clean and safe environment that compliments the overall look and feel of the Los Altos Community Center.

The vendor would be responsible for all appliances, furniture, etc., and for staffing and running the entire café operations. The café vendor should be prepared to open the café March 2024.

Vendors submitting a proposal should include their proposed terms, including additional plans for use of the unattached catering kitchen for food preparation.

Technical Specifications of Café Space:

The cafe and dining areas (indoor/outdoor) will be located at the northwest end of the building near the main entrance. See attached floor plan, EXHIBIT A. The cafe is currently not equipped with commercial food service equipment. The vendor will be required to purchase, install and maintain the equipment at its cost. Dining area tables, chairs, and lighting (type of power) will be provided by the City and remain the property of the City. The Vendor will also be required to provide any additional furnishings, appliances, and tenant improvements that it requires to conduct business. Any such additions will be subject to approval by the City.

The City shall provide, at its sole cost, all utilities to include electrical, water and solid waste removal. Maintenance and expenses related to grease traps and other equipment will be the responsibility of the vendor.

All signage for promotion of cafe concessions will be the responsibility of the vendor and will require approval by the City. The City and the vendor will agree upon co-branding standards. Vendor will provide waste removal service for cafeteria and concession production and service at its sole expense. Solid waste removal from public dining areas will be the responsibility of the City.

Additional Services:

The City will allow consideration for additional services as part of the scope. These could include a catering services agreement for City or other events using the Library or Community Center, programming for Parks & Recreation, or other. If the vendor wishes

to provide these services as part of their proposal, they should specify whether they are optional or must be included in the final agreement.

Vendors are encouraged to submit additional food service, programmatic, and promotional ideas that will enhance the City's offerings to the public. Examples may include but are not limited to: coffee cart service for employees and patrons; health and wellness sessions for staff; demonstration kitchen programs and classes; organic produce options; sustainability proposals, staff incentives, creative funding opportunities, etc.

DRAFT