

# **REQUEST FOR PROPOSAL HARTFORD PUBLIC LIBRARY CAFÉ AT NEW PARK LIBRARY**



**Announcing 2<sup>nd</sup> Pre-proposal Conference**

**August 29, 2019 @ Park Library**

**744 Park Street, Hartford, CT**

**9:00am**

**Updated Schedule on Page 2**

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## SECTION I. GENERAL INFORMATION

Hartford Public Library (Library) is soliciting proposals for an operator (Operator) to operate and manage a Café (grab and go type service with no cooking on the site) in the new Park Branch Library building at 585-603 Park Street in Hartford, Connecticut at the corner of Park and Broad Street. Construction for the library facility will begin Summer 2019 and is anticipated to be completed by Fall 2020.

The Operator selected must be prepared to open the Café by no later than 30 days after the soft opening of the Library.

### Submissions:

Proposals must be in 12-point font. Respondents must submit one (1) original and seven (11) copies of the proposal to:

Mary Tzambazakis, Chief Administrative Officer  
Hartford Public Library  
500 Main Street  
Hartford, CT. 06103

Proposals are due by September 3, 2019 by 12:00p.m. delivered to Hartford Public Library, 500 Main Street, 3<sup>rd</sup> Floor Administration, Hartford CT 06103 and shall be in a sealed envelope marked *New Park Branch Café RFP*, with the name, address and telephone number of the proposer. Any submission of incomplete proposals will not be eligible for consideration.

### Pre-Proposal Conference:

A mandatory pre-proposal on-site meeting of interested operators will be held at Hartford Public Library, 500 Main Street, Hartford, CT 06103 on August 12, 2019 at 10:00 a.m., at which time questions concerning the RFP package will be addressed. A representative of each proposer's firm is required to attend and sign in. Proposers who do not attend the pre-proposal conference will not be permitted to submit a proposal.

### Minimum Requirement:

For a proposal to be considered, the proposer shall have at least two (2) or more years of continuous experience within the last ten (10) years in the ownership, management and operation of a café facility, catering services, deli or similar operation.

### Special Condition:

Library customers come to our building primarily to browse, select reading and other materials, or to attend programs. The Café should serve as an integral enhancement to the main reasons that people visit the Library. Hartford Public Library provides free resources that inspire reading, guide learning, and encourage individual exploration to those who visit.

## SECTION II:

ACTIVITY	DATE: REVISED PROPOSAL SCHEDULE
Request for Proposals Announcement	August 2, 2019
Pre-proposal Conference*	#1 August 12, 2019 @ 10:00a.m. Hartford Public Library, 500 Main Street #2 August 29, 2019 @ 9:00am 744 Park Street, Hartford CT.
Last day to submit questions for clarification	September 12, 2019 @ 12:00p.m.
Last day to submit proposals	September 20, 2019 @ 12:00p.m.
Review proposals and interview vendors	September 25, 2019 - October 25, 2019
Award announced	November 1, 2019
Contract signing	On or about December 13, 2019

**Note:** Pre-proposal conference attendance mandatory for those applying. Proposers who do not attend proposal conference will be disqualified from applying. This represents the optimal proposal and review schedule. The Library reserves the right to deviate, if necessary, from the above schedule.

## SECTION III: BACKGROUND

Hartford Public Library serves the residential and business community of Hartford.

The new Park Branch Library building shall be 13,742 gross square feet. It is anticipated that there will be an increase of visitors to the library in the new, larger facility.

### Features of the new library include:

- A light and spacious building that facilitates reading, work, study, training, and programming;
- Children's area with robust programming;
- Learning lab for classes of up to 25 people;
- Computer stations;
- Study space & Free WIFI;
- Community Space where local groups can reserve use to accommodate meetings, with attendance of up to 125 people; Meeting may range from local clubs and organizations, to public performances and forums;
- Conference Room;
- Comfortable, casual seating;
- Outside seating in enclosed courtyard area behind building.

Building visibility and access from both Park and Broad Street.

In addition to the above features, the Library believes that our public will welcome access to the Café for light refreshments as food concessions are common in public libraries around the country. Private-sector vendors have come to realize that library customers represent a desirable demographic-demonstrating strong customer loyalty and offering

high traffic volume in a distinctive, pleasing environment. The purpose of this Café is to provide a convenience to the Library customers using the space. Some of whom may spend hours using the Library materials and services.

The Library has allocated very desirable space for the Café, near the spacious entrance of the lobby. The area is convenient to both those using the library and to those attending functions in the community room, learning lab, or meeting space.

The Café area is within the library building, designed to allow the Café to operate during normal library business operating hours. Hours of operation outside the normal business hours must be approved by the library and shall require library security guard services. The building shall have security system within the library and can provide the Operator with separate, identifiable security code. The building, including the Café space will be equipped with fire alarms/detectors and a sprinkler system.

The Café may be permitted to open earlier or close later than the Library contingent on the Café complying with procedures for opening and closing the that do not interfere with the operation of the Library. Café customers will have access to the public restrooms; café operator shall be responsible for monitoring and maintain the restrooms for hours that the library is not open, and café is operational.

Security gates are will be locked when the library is closed, preventing anyone in the lobby from wandering into the main library.

The area consists of 170 SF Kitchen, and Café seating of 380SF. The room reflects the design features of the rest of the building, with exterior windows that draw in light allowing individuals approaching the library to see what is going on inside the facility. There is an attached lockable storage area, consisting of an additional 43 SF. (Exhibit A -provides detail description of diagram of area).

The Library and Operator will agree upon seating and counter features to be included in the room. *Seating will be available to library customers, at all times.* The maximum capacity of the Cafe area is 18 seats.

### Current Library Hours of Operation:

The library is currently open year-round to the public:

Day	Time
Monday & Wednesday	10:00a.m.- 8:00p.m.
Tuesday & Thursday	10:00a.m.- 6:00p.m.
Friday & Saturday	10:00a.m.- 5:00p.m.

Note: *The Library retains the right to adjust service hours.*

The Library is closed the following holidays:

- **Independence Day**
- **Labor Day**
- **Staff Day**
- **Thanksgiving Day**
- **Christmas Eve**
- **Christmas Day**
- **New Year's Eve**
- **Martin Luther King's Birthday**
- **President's Day**
- **Good Friday**
- **Easter**
- **Memorial Day**

The Library is heavily used by the business community, senior citizens, and parents with young children during the weekday and by students and families on the weekends. The busiest usage time are weekday evenings and weekend afternoons. Monday is a particularly heavy usage day, and Friday is typically the slowest day of the week, in terms of public use. Based on current trends.

Historically, the Library's meeting rooms have been available for use every day the library is open. Occasionally, group meetings may continue beyond the closing time of the library or events may be scheduled after regular closing times.

#### Food and Drink in the Library:

People in the Library are allowed to have snacks and covered non-alcoholic drinks in the Library. However, food is prohibited in classrooms, conference room or Community Center (unless part of a catered event), and computer station areas.

## SECTION IV: CAFÉ AREA OVERVIEW, DESCRIPTION, AND FLOOR PLAN (See: Exhibit A)

#### Café Area Summary:

Storage	43SF
Kitchen	170SF
Café (Seating)	<u>380SF</u>
<b>Total:</b>	<b>593SF</b>

The Café is required to contract for and provide its own trash removal(s). The Operator is responsible for recycling appropriately and for ensuring that garbage is sufficiently protected and removed in a timely manner so that it does not attract insects, rodents, or other birds or animals. The Operator shall be responsible for pest control removal arising from their operations.

The Café is required to maintain a clean area, washing floors regularly and maintain clean surface, workspace and storage areas. Cleaning solutions shall be preapproved by the Library Facilities Director in order to assure non-abrasive materials are used which may damage the flooring or surface areas.

Library will provide tables and chairs for seating.

The Library will not:

- Incentivize organizations and businesses using the Library's meeting room facilities to purchase beverages and food for meetings held in the Library *from* the Café.

The Library is willing to promote and to make the Café services and options known to groups using the building as it would be a convenient feature to them. Reasonable pricing, a nice variety of product options, healthy food options, and good customer service buy the Café Operator will impact the Operator's success in this venue. Extending preferred pricing to groups using the library for event/program catering may boost use of café catering services.

## SECTION V: OPERATOR OBLIGATIONS

Operator will provide:

- Menu Boards
- Any necessary licenses or permits for the operation of the Café/concession;
- All necessary professional equipment, including installation
- All professional equipment shall be commercial grade and have grounded installation
- All electrical, plumbing installation shall be in accordance with City of Hartford building code requirement installed by licensed contractors
- Signage for the Café
- All supplies

Note: This signage must complement the aesthetics of the Library. Any exterior signage, if allowed, must comply with City of Hartford signage regulations and approval process. The Operator will provide copies of any necessary permits to the Library. All signage must be proposed and approved by the Library.

**Design Specification:**

The area for the Café is prime but is limited; the operator must pay special attention to the organization of each element. The equipment and its placement are important visual elements of the overall design and appearance of not just the Café, but of the Library as well. The placement of equipment must be approved by the Library.

## Operating Standards:

### Maintenance

The Operator is responsible for keeping the Café area neat, clean and in good repair. The Operator will clean up spills or messes in the Café area. The Operator will regularly empty trash receptacles inside the Café and will ensure that receptacles do not become overfilled. The Operator will not allow items such as boxes, cartons, barrels, etc. to remain in view of public areas.

### Staff

The operator shall provide its own staff to operate the Café during the agreed upon and shall provide the necessary training and supervision for its employees, including making sure its employees are aware of and follow any policies set by the Library.

### Deliveries

Acceptance of all deliveries is exclusively the responsibility of the Operator. The delivery must be carried or hand-trucked into the Café and accepted by Café staff. Library staff will neither transport nor accept Café deliveries.

### Menu and Pricing

The Operator shall provide reasonably priced, high quality, freshly made food selections as well as coffee and other non-alcoholic beverages. The Library reserves the right to review and the menu and prices quarterly. A sample menu with pricing shall be provided by the operator with the proposal. Any cooking on-site shall be restricted to heating in a microwave, as opposed to any cooking on the premises, such as a stove or full oven. This is required by the Library for compliance with City of Hartford Buildings Code for this structure.

### Library Patron Discounts and Incentives

The Library sometimes hosts meetings or events. These may be internal, for library staff, board members or special guests, or they may be external, public programs or events. The Library sometimes serves refreshments at these events and meetings. While it is not required, it would serve as an added incentive if the Operator could provide a discount of some sort to the Library.

### Public Incentives

The Café may provide incentives to repeat customers, and the Library would certainly encourage the Operator to consider such incentives-Café cards, insulated mug refills at a reduced rate, etc.



## Rent

The Operator shall pay a fixed monthly rent, to be negotiated between the Library and Operator for the contract.

Rent shall be payable on the first day of each month. In case the first month of operation is not a full month, rent will be pro-rated. Operator must make the rent payment within ten days of the last day of the preceding month.

## Utilities & Other

Utilities will be paid by the Operator (heating, air conditioning, electrical, gas, water) equal to the percentage of occupied area to the total space of the facility. A telephone jack and telephone are available in the Café are for the Operator's use; the Operator will be responsible for Café phone service and any line changes. Two data ports are also available in the Café. Hook-ups, equipment, and charges for electronic services are also the responsibility of the Operator. Customers would be able to access Library WIFI.

## Late Payment

If the operator is delinquent for days in paying the Library the month rent amount stated in the agreement, the Operator shall also pay the Library a penalty of \$100.00 per week until such time as the rent is paid in full.

## Permits/Compliance/Taxes

The Operator shall obtain and pay for all permits and license that may be required for the operations of its services. The Operator shall comply with all applicable federal, state or local laws governing the operation of the serviced performed. Violation of any federal, state or local law may be considered as a cause for termination of the lease.

The Operator shall be responsible for and pay for all taxes relating to its operation, including sales, property, employment and any other taxes assessed.

## Health Standards, Regulations and Permits

The Operator shall apply for, receive and provide copies to the Library of any health permits required, along with copies of inspection reports. The highest standards of cleanliness shall be maintained for the safety of the public and employees. All equipment shall be sanitized in accordance with health rules and regulations. Trash shall be removed daily or more often. Any health codes violations that are not addressed and remedied in a timely manner may be considered as cause for termination of the lease.

### Initial Term; Renewal Option

The initial term of the lease shall be one (1) year with two, one-year options to renew and shall terminate, subject to early termination as specified below, at midnight exactly twelve months of the contract date. The Operator shall have the option to request renewal of the lease via written notification to the Chief Executive Officer of the Library *three months* (90 days) prior to the end of the one-year contract. Renewal will be at the discretion of the Library and will be heavily dependent on the Operator's past record in meeting the terms of the lease contract and its match as a business partner to the Library. Terms subject to final contract.

### Termination

Either party may terminate the lease agreement with a ninety (90) day written notice to the other party.

### Insurance

During the term of the lease, the Operator shall maintain general liability insurance with minimum liability limits of \$2,000,000. A certificate of insurance shall be furnished to the Library. The certificate must provide that 1) thirty (30) day prior notice be given to the Library in event of cancellation of, or reduction of insurance and should 2) identify the library as an addition insured. The Operator of the Café shall be solely responsible for any health-related claims brought by consumers of the Operator's products.

### Workers Compensation Insurance

The Operator shall maintain Workers Compensation Insurance for all the Operator's employees in strict compliance with state laws.

### Indemnification

The Operator shall indemnify and hold the Library harmless from and against any loss, liability, damage, cost or expense (including and without limitation, legal other costs and expenses in connection with any action, suit or proceeding brought by or against the Library relating to the enforcement of this indemnification) paid, incurred or suffered by the Library as a result of any act, omission, or neglect of the Operator, or of its agent or employees, in connection with conduct of any activity, work or endeavor undertaken in connection with the lease.

## SECTION VI: PROPOSAL CONTENT AND EVALUATION CRITERIA

Proposal must be divided into two sections: **Administration and Program**. Proposals should address each of the points listed below. Proposals will be evaluated on the basis of:

- Demonstrated experience in similar endeavors
- Meeting specifications

- Financial stability of the applicant
- Viability of the applicant as a long-term business
- Operational philosophy that complements the Library’s mission and operating philosophy
- Financial Offer

The evaluation process includes two steps:

1. Proposers are to answer each item. The written proposal will be evaluated by an RFP Review Task Force.

2. The top two or three proposals, may be required to present to the Task Force and/or at a public meeting regarding their proposed operations. The Library reserves the right to validate information provided, obtain and contact references, and/or make visits to the Operator’s website and/or other operations. The Library may contact proposers for clarification of proposals during the evaluation process.

## CRITERIA FOR RESPONSE/QUESTIONS:

### ADMINISTRATION

1. Describe, in two page or less, your experience and background in operating a restaurant, café, or similar food-service concession-type retail establishment.
2. Explain the standard you use to ensure a quality-run operation. Please indicate such things as quality and freshness standards for coffee, pastries, grab and go items, and other food products
3. List the name and qualifications of the person who will be responsible for managing the Café should you be awarded the bid.
4. Do your financial assets allow you to undertake this project?

Please provide:

- A detailed financial plan and budget for the first year of operation of the Café
- Overview of financial projections for three years of operation, if the contract would be renewed for this period of time.
- Names, addresses and telephone number of at least three (3) credit references, including at least one bank reference.
- Copy of recent audited financial statements or latest tax returns for current business.
- What type of business formation the proposer has Corp, LLC, Partnership, Sole Proprietor, etc.?

## PROGRAM

5. Provide a description of:
  - a) The equipment and furnishings proposed
  - b) Sample menu items and pricing; include the name of providers of prepared food products or indicate if they will be made/produced by Operator
  - c) Hours of Operation
  - d) Projected or proposed staffing plan
  - e) Have there been any health code violations with respect to current operations within the past 12 months. What is rating of the proposer's current operation?
6. What ideas (for promotion, advertising, publicity, special events) do you have for the Café that would distinguish it from other entities? Please indicate the name you are proposing for the Café.
7. What is your management philosophy and how does it ensure that the Café will be staffed with qualified, customer-oriented employees? Please include descriptions or copies of any customer service training programs, recruiting techniques or employee guidelines.
8. What uniquely qualifies you to provide the Café concession service to the library? What do you bring that another operator may not?
9. Provide proven record of City of Hartford resident hires and/or hiring from workforce development/training programs.
10. Does the provider have a Hartford based business designation?

### Site Evaluation

The evaluation Review Task Force or their designees will visit the two or three top scoring proposers' retail operations that he/she has managed, if currently in business. During these unannounced site visits, your operations will be evaluated on the following factors:

- Quality of product (taste, freshness, temperature)
- Customer Service (friendliness, attentiveness, timeliness of service)
- Presentation (cleanliness/appearance, of service area/packaging)
- Staff (appearance, professionalism, knowledge)

If the potential Operator is not currently in business, the candidate will be contacted to provide additional documentation, addressing the above information, for past operations that he/she has managed. The potential Operator may also be asked to bring in samples of products and presentation he/she plans to use.

## SECTION VII: TECHNICAL ASSISTANCE/CLARIFICATION

Any proposer requiring clarification of the information, must submit specific questions or comments, by the deadline of **August 19, 2019 @ 12:00p.m. est. via email only** to:

Mary Tzambazakis  
Chief Administrative Officer  
[ParkCafe@hplct.org](mailto:ParkCafe@hplct.org)

## SECTION VIII: RFP ADDITIONAL PROVISIONS

### Cost of preparation of response:

Costs incurred by a proposer in the preparation of the proposal response are the responsibility of the responding agency and will not be reimbursed.

### Cancellation:

The Hartford Public Library Board of Directors reserves the right to cancel award of this contract any time prior to the execution of the contract by both parties, and reserves the right to cancel the contract at any time if it is later determined that the proposer provided false or misleading statements associated with the proposal responses. In no event shall Hartford Public Library have any liability for the cancelation of award. The proposer assumes the sole risk and responsibility for all expenses connected with the preparation of the proposal.

### Rejection of Proposals:

The Hartford Public Library Board of Directors reserves the right to reject any or all responses to this Request for Proposals.

### Assignment:

Neither the contract nor any of the requirements, rights or privileges demanded by it may be sold, assigned, contracted or transferred by contractor without the written consent of the Hartford Public Library Board of Directors and Chief Executive Officer.

### Non-Discrimination in Employment:

The successful proposer's attention is directed to the provision of the federal and state Civil Rights legislation, prohibiting discrimination in employment.

### Recyclable Products and Sustainability:

Proposers shall use recyclable and/or recycled products to the maximum extent economically feasible in the performance of the contract work set forth in this document.

### Collusion:

A proposer submitting a proposal hereby certifies that no selection Review Task Force member, director, officer, agent, or employee of Hartford Public Library has a pecuniary interest in this proposal; that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other proposer; the proposer is competing solely on its own behalf without connection with, or obligation to any undisclosed person, entity or firm.

### EVALUATION REVIEW TASK FORCE

Review Task Force shall be convened by the Library at its sole discretion for the purpose of reviewing and evaluating the Proposals submitted in response to this solicitation pursuant to the criteria outline. The Review Task Force shall consist of voting and non-voting members. The Review Task Force may choose to

recommend the highest ranked Respondent for award, based on their review and evaluation of Proposals, site visit findings, and interview with the top two or three respondents before making their final determination.

The Review Task Force's results and recommendations for award shall be submitted for review and approval by the Hartford Public Library Board of Directors.

### CONFLICT OF INTEREST

Each Review Task Force member shall be subject to compliance with Hartford Public Library's conflict of interest policy. He/she shall be required to complete and submit said policy prior to serving on the Review Task Force.

In the event during the review process a Review Task Force member has a conflict with a proposer he/she shall recuse themselves. In the event it is determined a conflict arose and was not brought forth and the proposer with whom the conflict arose was selected. The Library may deem the award null and void and select the next candidate for award.

### Disputes

In case of any doubt or differences of opinions as to the items or service to be furnished, or the interpretation of the provisions of the RFP, the decision of the Hartford Public Library Board shall be final and binding on all parties.

### Clarification of Responses

The Hartford Public Library reserve the right to obtain clarification of any point in a firm's proposal. Failure of a proposer to respond to such a request for additional information or clarification could result in rejection of that proposer's response.

### Americans with Disabilities Act

The proposer must comply with all applicable requirements of federal and state Civil Rights laws and rehabilitation statutes regarding access to services and employment practices.

## Publicity

Any publicity, giving reference to this project, whether in the form of a press release, brochure, photographic coverage, or verbal announcement, shall require the approval of the Hartford Public Chief Executive Officer.

## City of Hartford Zoning and Code Regulations

The proposer will, at its own expense, comply with any Zoning Regulations, Building Codes, and Signage Regulations established by the City of Hartford. The Operator is entirely responsible for obtaining necessary information for compliance.