

**REQUEST FOR PROPOSALS  
CAFETERIA LEASE  
NORTH COUNTY REGIONAL CENTER**

**I. BACKGROUND**

**A. PROJECT DESCRIPTION**

The County of San Diego is seeking proposals for the lease and operation of the cafeteria located on the first floor of the North County Regional Center at 325 South Melrose Drive, Vista, California.

This facility serves as the main cafeteria for approximately 939 employees at the North County Regional Center in Vista. The area to be leased is approximately 5,123 square feet in size and includes a kitchen, seating capacity for approximately 100 patrons, a manager's office, storage areas, and a coffee cart in the lobby. The cafeteria operation generally serves hot entrees, sandwiches, soft drinks, bakery goods, salads, and other items typically found on the menu at a full service cafeteria.

As the location of the north administrative offices for the County of San Diego, there are many potential users of the facility including County employees, members of the public conducting business at the building, jurors, and other nearby workers and residents. County functions located at the County North Regional Center include the Sheriff, District Attorney, Health and Human Services Agency, Probation, County Counsel, General Services Facilities, Auditor and Controller and a satellite office of the Board of Supervisors. Most operations and departments which function at the main courthouse in downtown San Diego also operate at this facility.

**B. COUNTY GOALS FOR FACILITY**

The goals of the County in issuing this Request for Proposals include the following:

- To ensure a quality food service program with reasonable prices at this high profile County facility.
- To attract additional customers to this location.
- To encourage greater employee and public patronage of the food service program located at the North County Regional Center.
- To offer the best quality customer service to both the public and the employees at the North County Regional Center.

**C. PRE-PROPOSAL MEETING**

To obtain more detailed information regarding this opportunity, interested parties are encouraged to meet with County staff at the site on Friday, February 14, 2014 at 10:30 a.m. for a tour of the facility. The cafeteria is located on the first floor of the building on the right side of the main lobby entrance.

**D. DELIVERY OF PROPOSALS**

Responses to this Request for Proposals are due no later than 5:00 p.m. on Friday, February 28, 2014. Late proposals are not accepted and will be returned unopened. Please deliver five (5) copies of your proposal to:

County of San Diego  
Real Estate Services Division  
Attention: Manny Gaviola, Senior Real Property Agent  
5560 Overland Avenue  
Suite 410  
San Diego, California 92123-1294

Questions or requests for clarifications to the Request for Proposals should be submitted in writing to Manny Gaviola at the above address or via facsimile at 858-694-2369. Responses to inquiries will be faxed to all proposers. No other person should be contacted with regard to questions or clarifications specific to this project.

**E. PROPOSED SCHEDULE**

Issue Request for Proposals	Friday, January 31, 2014
Pre-proposal tour of cafeteria	Friday, February 14, 2014
Proposals due to Real Estate Services	Friday, February 28, 2014
Completion of proposal evaluations and proposer selected	Monday, March 10, 2014
Lease negotiations completed	Friday, March 14, 2014
Board of Supervisors Hearing	Tuesday, April 15, 2014
Lease commencement	Monday, April 21, 2014

**F. WITHDRAWAL**

The County reserves the right to withdraw this Request for Proposals at any time without prior notice. The County also reserves the right to accept or reject any and all proposals for any reason.

**G. LEASE APPROVAL**

The provisions outlined in this Request for Proposals are non-binding. A binding agreement will not be created until/unless the lease contemplated by this Request for Proposals is fully executed by the selected proposer and the County. The County is not bound by the terms of any lease until it has been formally approved by the County's Board of Supervisors and fully executed by the County's lease administrator.

## **II. SPECIAL TERMS AND CONDITIONS**

### **A. OPERATIONS**

The selected proposer must have a wide range of experience in the operation of this type of food service facility. Proposer's should be prepared to provide the County with appropriate references and the addresses of past and present food service facilities operated by the proposer.

### **B. MAINTENANCE/JANITORIAL SERVICE**

The County will provide normal janitorial service by maintaining the cleanliness of the floors, walls, ceilings and windows in the dining area. The County will also be responsible for major maintenance including repairs to structural components of the leased space. The selected proposer shall be expected to keep the kitchen, food preparation and serving areas clean, sanitary and free from refuse and debris at all times in compliance with health department food service standards.

### **C. MAINTENANCE/FIXTURES AND EQUIPMENT**

The selected proposer is responsible for maintaining the small and large equipment and kitchen fixtures in the cafeteria. The selected proposer shall be responsible for providing and maintaining any small wares and equipment required by their operation.

### **D. FINANCIAL OBJECTIVES**

The County's objective is to select a cafeteria operator with the financial capability to operate the North County Regional Center cafeteria with no County subsidy, other than utilities identified as the County's responsibility in Section III. D and any major maintenance that may be required. The selected proposer must have the demonstrated ability to operate a food service program in a major governmental or private sector facility and must have the financial capacity to ensure uninterrupted service delivery to the public and the employees who patronize the facility.

### **E. HEALTHY CHOICE AND STYROFOAM MATERIALS**

The County of San Diego strongly encourages each proposal to include a significant portion of "Healthy Choice" options such as items that include a variety of fresh fruits, vegetables and other foods. These foods should be nutrient dense, high in fiber and protein, and low in simple carbohydrates and fat. The ingredient and nutrition information of each menu option shall be visibly posted for consumer education when available. The selected proposer shall work with the County of San Diego Health and Human Services Agency to develop nutrition promotion materials and signage such as, but not limited to, point of purchase signage that encourages healthy eating.

The selected proposer shall not use Styrofoam packaging materials for “to go” and prepackaged food items. Packaging used shall conform to the City of Vista recycling requirements and must be compostable or recyclable food service ware. Compostable products include coated and uncoated paper or other natural fiber products as well as plant-based plastic like products that are clearly labeled as “compostable”. Recyclable products include aluminum foil and plastic tabs and lids marked recyclable

**III. GENERAL TERMS AND CONDITIONS**

**A. LEASE TERM**

The term of the lease will be five years. The lease may be extended for an additional 5-years if the lessee is in full compliance with the terms of the lease and upon the mutual agreement of the County and the lessee. The option to re-lease the cafeteria space will be subject to the selected proposer’s compliance with the minimum performance standards outlined in Section IV of this Request for Proposals and the subsequent lease agreement.

**B. HOURS OF OPERATION**

At a minimum, the business shall be open on County workdays from 7:00 a.m. to 3:00 p.m.

**C. INSURANCE**

The selected proposer shall provide the following minimum insurance (the lease contains the complete insurance terms):

1. A Worker’s Compensation insurance policy covering all employees and subcontractors of the selected proposer.
2. Comprehensive General and Automobile Liability Insurance of \$2,000,000 combined single limit Bodily Injury and Property Damage.
3. All insurance policies shall name the County of San Diego as additional insured.

**D. UTILITIES**

County will be responsible for the cost of the sewer, water, gas, and electricity serving the leased space. The County is committed to energy conservation and selected proposer shall be expected to cooperate with reasonable energy conservation practices. The selected proposer shall be responsible for the payment of internet services and long-distance telephone.

**E. SUBLEASING**

The selected proposer shall not enter into any subleases without prior written approval from the County.

**F. CATERING**

The selected proposer may use the leased premises for offsite catering only for County of San Diego functions.

**IV. MINIMUM PERFORMANCE STANDARDS**

The minimum performance standards are as follows:

**A. CUSTOMER SERVICE**

**Customer Service Surveys** - The selected proposer shall conduct an ongoing customer survey and report the results to the County on a quarterly basis. In an annual meeting with the County, the selected proposer shall demonstrate that any perceptions and comments from the surveys have been addressed. The selected proposer shall make every effort to ensure the following minimum performance standards are met:

1. Provide an appetizing and diverse menu.
2. Maintain clean and sanitary equipment and serving areas.
3. Select a staff of cordial employees.
4. Provide a pleasant and attractive seating environment.
5. Provide fair and reasonable prices.

**V. OPERATOR EVALUATION AND SELECTION**

Written proposals will be evaluated by a selection committee designated by the County. Responses to this Request for Proposals should address all the minimum performance standards outlined in Section IV above. The selected proposer should also identify new opportunities and marketing strategies to attract the public and employees to the cafeteria. The selection committee will use the following criteria in evaluating proposals:

**A. OPERATIONS**

1. The proposed menu with pricing.
2. A list of other food items to be provided.
3. The proposer's history of experience in managing cafeterias located in government and private sector buildings of similar size and visibility.
4. A current example of a facility under lease by the proposer, which may be visited by the selection committee.
5. The proposer's customer service experience.
6. The proposer's food service marketing experience.
7. A marketing plan with innovative approaches to cafeteria operations that will be implemented by the proposer to attract increased customers.
8. The ability of the proposer to provide food for special events at the North County Regional Center.
9. The ability of the proposer to abide by the County Recycling and Food Waste Composting Program.

**B. MAINTENANCE**

1. The proposer's experience in providing kitchen and food service area cleaning services required for daily maintenance to maintain compliance with health department food service standards.

**C. FINANCIAL**

1. The proposer's experience in bookkeeping and auditing financial data related to cafeteria operations.
2. The proposer's demonstrated ability to pay monthly rent in accordance with a lease agreement.
3. The approximate investment the proposer will make in kitchen small wares and other equipment.
4. The dollar amount (if any) that the County would be required to invest to implement the proposal.
5. The amount of rent the proposer is willing to pay to the County to lease the cafeteria.

**VI. NEGOTIATIONS**

After the final recommendation of the most qualified proposer by the selection committee, a lease document will be negotiated and prepared that incorporates operational items and performance standard items based upon the response to the Request for Proposals, written responses to the proposer's written questions concerning the Request for Proposals, selection committee input, and the proposer's submitted proposal. If a lease cannot be negotiated, the County may, at its sole discretion, begin negotiations with other responsible proposers and terminate negotiations with the previously selected proposer.

Each proposer will be notified of the decision of the County's selection committee. It is the duty of each proposer to request any clarifying information from the County as it pertains to this Request for Proposals. Any clarifications provided by the County will be provided to all proposer's. All proposals must be signed by an authorized officer/employee with the authority to bind the entity submitting a proposal. The lease is subject to approval by the County's Board of Supervisors.

**VII. PROPRIETARY INFORMATION**

All response documents become the property of the County and subject to the Public Records Act requirements set forth in California Government Code Section 6250 and following. Information provided will be kept confidential to the extent permitted by law.

**VIII. CLAIMS AGAINST THE COUNTY**

Proposer, and its respective officers, agents, employees or representatives, shall have no claims whatsoever against the County or any of its respective officials, agents, or employees arising out of or relating to this Request for Proposals or these procedures (other than those arising under a lease with your organization in accordance with the terms of the lease).

Attachment(s)

- Form of the lease
- Location map
- List of equipment