

**Request for Proposals for
Central Library Food and Beverage Retail Service
RFP # 0723-2
Questions and Answers**

August 9, 2023

Q1. Regarding 0723 Central Food RFP, can you please provide the last five years of historical revenues for this concession operation broken down by retail and f&b departments? Was this contract held by a previous concessioner or was it historically operated by the Queens Borough Public Library? When is the new contract expected to start?

A1. Service was provided by a vendor. The Library does not have historical revenue information. The Library expects to have a vendor in place less than a year from proposal opening date.

Q2. Will the kitchen upstairs be operational where we can prepare foods for the public floor level cafe?

A2. No.

Q3. Will Queens Library subsidize the cafe food service to make it a viable operation?

A3. Please see RFP section V. SCOPE OF SERVICES, Costs, which states:

Proposer Cost Proposal:

1. If proposer has a capital plan and budget to improve the space and operations, proposer to detail this information.
2. If proposer has requirements from the Library to improve the space, proposer to provide its detailed requirements and costs estimates. Proposer to assume labor costs at Prevailing Wage.
3. Proposer to detail its overall cost proposal. Proposer to indicate if it is providing the Library with rent, a percentage of gross sales receipts, requesting a stipend from the Library or any combination thereof.

Q4. Are the hours of the cafe operation up to the Food service or will the library demand the operating hours?

A4. Proposer to identify its operation and its hours. Also see RFP section, V. SCOPE OF SERVICES, which states in part:

The Successful Proposer shall provide food and beverage service at the Central Library utilizing the dedicated space located on the first floor of the Library near the building

entrance. Food services can begin two hours prior to public service hours and is to close one hour prior to public service closing. (See RFP section IV. Background.)

Q5. Will the library provide Phone service to the cafe?

A5. Please see RFP section V. SCOPE OF SERVICES, Costs 2, which states:

If proposer has requirements from the Library to improve the space, proposer to provide its detailed requirements and costs estimates. Proposer to assume labor costs at Prevailing Wage.

Q6. Is the library going to help introduce the new vendors to the library community and to any other organization, or agency connected to the library?

A6. See RFP section V. SCOPE OF SERVICES, 5, which states:

The Successful Proposer are responsible for marketing the products and services offered in the food service operation to employees and visitors. All marketing materials must be reviewed by the Library prior to release.

Q7. Will the new vendor be able to sell to the surrounding community?

A7. Everyone is welcome at the Queens Public Library. The facility is within the Library.

Q8. Will the new vendors be able to use online food ordering platforms like uber eats/Grubhub etc?

A8. This RFP does not place a restriction on the idea presented.

Q9. Is there a loading dock for the vendors to use?

A9. See A5.

Q10. Can the vendor use the window to advertise?

A10. Proposer should present its requirements in its proposal.

Q11. Is the vendor required to use all the equipment set up in the space?

A11. No.

Q12. Can the vendor move the equipment around?

A12. Yes.

- Q13. Last full year of café sales when it was opened.
- A13. This question seeks information that is not required to submit a responsive proposal. In addition, this information is not available.
- Q14. Last year's subsidy paid by the Queens public library when it was opened.
- A14. This question seeks information that is not required to submit a responsive proposal. Also this RFP is for the Library café only, which is located on the main floor of the Library. Any prior subsidy was part of a larger scope contract, which is not applicable to this contract.
- Q15. Who is responsible for the equipment in the café?
- A15. Proposer to detail its requirements in its proposal.
- Q16. Can you please send a list of the decision makers?
- A16. **No, the Library will not provide this information.**

RFP section II. CONTACT INFORMATION, states:

The Library's designated contacts for this RFP, as of the date hereof, are Cristina Polychronopoulos, Procurement Coordinator, Xavier Cerda, Assistant Director of Procurement and William Funk, Vice President of Procurement. Questions regarding this RFP should be sent to: RFPcontact@queenslibrary.org on or before August 8, 2023. Responses to any questions received will be posted on the Library's web site at <https://www.queenslibrary.org/about-us/procurement-opportunities> as they are received. No other communication of questions and answers will be made.

Proposers are to not contact anyone else at the Library including Board members. Proposers may not lobby anyone in connection to this RFP.

Proposers are warned that any outside contact than otherwise instructed by this RFP may result in a determination that its proposal is non-responsive.

- Q17. What are the catering sales for last year the café was opened and what are you expecting in the next 12 months.
- A17. This question seeks information that is not required for a responsive proposal. The Library does not have historical information. Also, the Library does not have sales expectations and looks forward to reviewing responsive proposals.
- Q18. Can you please share the menu from the cafe with their pricing when it was last opened.
- A18. This question seeks information that is not required to submit a responsive proposal. Also, the Library does not have this information.

- Q19. Please share the names of all the Vendors bidding
- A19. This question seeks information that is not required to submit a responsive proposal. Also, this is an open Request for Proposal and the Library does not know which firms will submit a proposal.
- Q20. List of all equipment in the café the location is providing
- A20. Proposer had an opportunity to review the space and equipment during the site inspection.
- Q21. Please verify the hours of operation.
- A21. See RFP sections IV. BACKGROUND and V. SCOPE OF SERVICES.
- Q22. Are there Vending machines in the building?
- A22. Yes in employee spaces.
- Q23. What holidays is the library closed on.
- A23. Please review the Library's website.
- Q24. Will you accept a bid for just Vending machines with No subsidy.
- A24. The Library has issued this RFP seeking proposals that bring the best value to the Library. The Library has not excluded any ideas.
- Q25. If any equipment is needed for the Café will the Library purchase (coffee systems, turbo chef, etc.)
- A25. Proposer to detail its requirements from the Library.
- Q26. Are there any plans to open the café on the 2nd fl. and if so when.
- A26. This question seeks information that is not required to submit a responsive proposal.