

# Request for Proposals for Food Service Operation for the Fayetteville Public Library

## A. Introduction

The Fayetteville Public Library, located in Fayetteville, Arkansas, serves as a vital cultural and educational resource for a community of over 100,000 residents. With a footprint of 200,000 square feet, the library attracts thousands of patrons weekly for its diverse programming, research resources, and public spaces. To enhance the experience of our visitors, the library is seeking proposals from qualified food service operators.

## B. Objective

The goal of this Request for Proposals (RFP) is to identify a food service provider who can deliver fresh, affordable, and diverse food options that cater to the needs of our patrons, staff, and visitors. The operation should align with the library's mission to create an inviting, inclusive, and community-focused environment.

## C. Scope of Services

The selected vendor will be responsible for:

### 1. Food and Beverage Offerings:

- a. Providing a diverse menu, including healthy, vegetarian, vegan, and allergy-conscious options.
- b. Offering beverages, including coffee, tea, drinks. Offering alcoholic beverages is negotiable.
- c. Catering services may be offered to customers renting library meeting and events spaces.

### 2. Operation Details:

- a. Operating within the designated 3000sf square-foot cafe area. - and a negotiated additional 1000sf of shared use kitchen space.
- b. Providing all additional equipment beyond the equipment provided Ensuring FPL standards of cleanliness and compliance with local health and safety standards. Adhering to food maintenance guides such as cleaning equipment, drains and grease traps. Maintaining equipment in a like new condition, repairing and replacing damaged and dented equipment and seals in a timely manner. Keeping food covered, in date, labeled, and put away.
- c. The Deli service area and kitchen must be kept in a clean orderly fashion. All dirty dishes must be cleaned and put away each night. Sweep and mop floors and under appliances each night. All food must be covered and put in the proper location each night. Dish pit must be rinsed out and all food debris washed down regularly. Deli seating areas must be kept clean.
- d. Operating during library hours, with the possibility of extending hours for special events.
- e. Providing appropriate signage approved by library

### 3. Customer Service:

- a. Delivering excellent customer service that reflects the library's welcoming atmosphere.
- b. Providing training for staff to maintain a professional and courteous demeanor.

### 4. Sustainability and Community Engagement:

- a. Incorporating environmentally sustainable practices, such as using biodegradable packaging, minimizing food waste and participation in the Fayetteville food recycling program.
- b. Sourcing ingredients locally, when possible.
- c. Offering partnerships for library programming, such as hosting book-themed events or providing discounts during community gatherings.



## 5. Insurance

- a. The selected vendor must maintain the following insurance coverages throughout the term of the agreement and name Fayetteville Public Library as an additional insured:
  - i. General Liability Insurance: Minimum coverage of \$1,000,000 per occurrence
  - ii. Worker's compensation: Minimum coverage of \$1,000,000 per accident

## 6. Certificates of insurance, including the additional insured endorsement, must be provided prior to the commencement of services Non-discrimination:

- a. The vendor will comply with all applicable federal, state, and local laws regarding nondiscrimination in hiring and employment practices.
- b. The vendor must not discriminate based on race, color, religion, sex, national origin, age, disability, marital status, sexual orientation, gender identity, or any other characteristic protected by law.

## D. Library Support

**Fayetteville Public Library features a vibrant teaching kitchen adjoining the deli space, frequently utilized for event rentals and library programs. Vendors must seamlessly collaborate with the library's teaching kitchen schedule and event rental operations to ensure smooth coordination.**

The library will provide:

1. Some major equipment necessary for food preparation and service: 500sf deli prep and sales area, 2-6' cold make lines, 2- 80 can display drink coolers, 1- Turbo Chef oven, 1- True 2 door reach-in cooler, and 2- two door lowboy coolers. Other equipment may be available through negotiation.
2. The designated food service space and seating for up to 68 patrons inside and 47 outside.
3. Utilities such as water, electricity, and Wi-Fi. Access to shared loading docks for deliveries.

## E. Proposal Requirements

Interested vendors must include the following in their proposal:

### 1. Executive Summary:

- a. A brief overview of the company, its mission, and experience in food service operations.
- b. The names and addresses of the principal owners, along with a list of all businesses in which the vendor holds a financial interest.

### 2. Operational Plan:

- a. Detailed description of the proposed menu.
- b. Staffing plan and organizational structure.
- c. Hours of operation.

### 3. Design and Layout:

- a. Conceptual design or layout of the food service area.
- b. Equipment and technology to be used.
- c. The library offers the deli "as is" and any modifications are subject to the library approval.

### 4. Financial Proposal:

- a. Revenue-sharing model or rental fee proposal.
- b. Proposed pricing structure for menu items.
- c. Marketing and social media plan to promote the café



## 5. Experience and References:

- a. List of similar operations managed by the vendor.
- b. At least three references from previous or current clients.
- c. List of all establishments owned by the vendor which require County Health Department Certificates.

## 6. Sustainability Practices:

- a. Description of environmentally friendly initiatives and sourcing policies.

## F. Evaluation Criteria

Proposals will be evaluated based on the following:

1. **Quality and Diversity of Menu Offerings (25%)**
2. **Operational Plan and Feasibility (20%)**
3. **Experience and References (20%)**
4. **Financial Proposal (15%)**
5. **Alignment with Library Mission and Sustainability Goals (15%)**
6. **Innovative and Community-Focused Initiatives (5%)**

## G. Submission Instructions

1. **Deadline for Submission:** March 31, 2025 by 5:00 PM CST
2. **Submission Method:** Proposals must be submitted via email to [djohnson@faylib.org](mailto:djohnson@faylib.org) or delivered to:  
Fayetteville Public Library  
Attn: David Johnson  
401 W. Mountain St.  
Fayetteville, AR 72701
3. **Questions and Clarifications:** Questions regarding this RFP must be submitted by March 31, 2025 to [djohnson@faylib.org](mailto:djohnson@faylib.org) Responses will be shared with all interested vendors.

## H. Timeline

1. **Tour of space:** February 20, 2025, 9am
2. **Deadline for Questions:** March 31, 2025
3. **Proposal Submission Deadline:** March 31, 2025
4. **Evaluation Period:** April 1 – June 1, 2025
5. **Notification of Selected Vendor:** ASAP
6. **Contract Start Date:** Open Ended

## I. Terms and Conditions

1. The library reserves the right to reject any or all proposals and to negotiate terms with the selected vendor.
2. Vendors are responsible for all costs incurred in preparing their proposals.
3. All submitted proposals become the property of the library.



### J. Contact Information

Proposals will be evaluated based on the following:

David Johnson  
Executive Director  
djohnson@faylib.org  
Work: 479.856.7828  
Cell: 479.530.7828

We look forward to receiving your proposals and working together to create a food service operation that enhances the experience of our patrons and community members!





Fayetteville  
Public Library