



Request for Proposals: Vending Services

Westlake Porter Public Library

October 8, 2024

1: Overview

The Westlake Porter Public Library (“the Library”) is seeking proposals from qualified vending service providers for snack and beverage machines and services. The vending services are provided for the public areas, with an additional alternate option for staff areas.

This RFP document includes three parts:

- 1) This RFP document (5 pages)
- 2) Vending Services and Cost Worksheet (5 pages)
- 3) Floor plan of the public and staff vending areas (1 page)

2. Background

For well over a decade the Library partnered with various businesses offering coffee and food options in a dedicated Café space. This space was well utilized and well-loved by patrons of the library and provided convenient and easy access to snacks and drinks for both patrons and staff. In 2020, the then-present business ceased operations due to the pandemic. The library conducted a subsequent space planning exercise in which public input outlined key community needs and desires for the library. The possibility of resuming operations in the Café space with a full-business tenant was determined to no longer be feasible, and the Café space was repurposed into the library’s Makerspace, a project identified by the library and our patrons to be a community priority. As an alternative to a dedicated Café space, and in response to regular feedback from patrons requesting food and beverage options in the library, the library committed to developing a new dedicated vending machine area for snacks and beverages, including coffee. As part of a 2024 renovation project, this vending space is being constructed, with a completion date of early December 2024.

An add-alternate to this RFP addresses vending services for staff areas. The library currently hosts two machines, one snack machine and one bottled/canned beverage machine, both of which are well utilized by staff in the dedicated staff break room.

3. Library usage information

The library welcomes an average of 800 visitors each day for a variety of services and programs. The library is open a total of 70 hours each week: Mon-Thu 9:00am-9:00pm, Fri & Sat 9:00am-6:00pm, and Sun 1:00pm-5:00pm. The Library is open a total of 354 days each year.

In addition to traditional services, the library offers a total of seven well-utilized meeting rooms for the public, ranging in capacity from 10 to 200 people. Additionally, the library offers a total of eight study rooms ranging in capacity from 2 to 8 people.

Beverages with lids or sealed tops, and 'clean and dry' snacks (e.g., chips, candy, pretzels, etc.) can be consumed anywhere in the library, the attached Reading Garden, and in the adjacent Friend's Pavilion.

4: Proposal Instructions

Proposal guidelines are listed below, and can also be obtained at <https://westlakelibrary.org/procurement>, or by emailing cj.lynce@westlakelibrary.org with the subject "Vending RFP".

- **Deadline:** Proposals must be received at the email listed below no later than 6:00 p.m. EDT on Friday, October 25, 2024.
- **Withdrawal of proposals:** Any proposer may withdraw their proposal at any time prior to the deadline for receipt of proposals. Proposals submitted and not withdrawn prior to the deadline shall remain firm and shall not be withdrawn for a period of sixty (60) calendar days after October 25, 2024.
- **Submit an electronic proposal in .PDF format to:**

CJ Lynce, Assistant Director

cj.lynce@westlakelibrary.org

Subject: Vending Services RFP – [COMPANY NAME]

- Interested parties may schedule a guided walkthrough of the vending areas and facility by contacting cj.lynce@westlakelibrary.org at least 48-hours in advance. Interested parties may also stop by the Library during regular operating hours, though someone may not be available to showcase the new vending area or the staff vending area.
- Proposals will be evaluated by the library with a goal of completing initial review by November 1 and initiating follow-up contact with selected proposers by November 8. We anticipate awarding a contract with the successful vendor on or around November 21. All dates are subject to change.
- The Westlake Porter Public Library reserves the right to accept, reject, or negotiate any or all proposals, to waive or not waive informalities or irregularities in proposals or proposal procedures, and to accept any proposal determined by the library to be in the best interest of the Library, regardless of price. The Library also reserves the right to reject all proposals and choose to re-issue the RFP or proceed in another direction regarding vending services.

5: Proposal Format

- Any questions about this RFP or the proposal procedures may be submitted by email by the question deadline of October 22, 2024. All questions received before the deadline will be answered via e-mail within 2 business days. E-mails regarding the project must include the phrase "Vending Services RFP" in the subject line.

Direct questions about this RFP or the proposal procedures to:

CJ Lynce, Assistant Director

cj.lynce@westlakelibrary.org

Subject: Vending Services RFP – [COMPANY NAME]

- All proposals must include, at minimum, the following information:

1. Cover Letter

2. Company Overview
3. Project Services –this should be a detailed listing of what machines and services the company will be providing.
4. Related Experience/Professional References
5. Estimated turnaround time for installation and maintenance start after award of contract.
6. Services Proposal Worksheet and Cost (included in this RFP)

6: Services to be provided by the vendor

The successful contract must be able to provide the following equipment and services to the Westlake Porter Public Library:

Base Project – Public Area Vending Services

A. Snacks

- a. Vending machines offering a variety of ‘clean, dry’ snacks, candy, etc., with a variety of options, including some ‘healthy’ options.
- b. Machine should contain an automatic refund ‘drop sensor’ or equivalent technology.
- c. Machine should accept coins, bills, and credit/debit cards with tap.

B. Bottled Beverages

- a. Vending machines offering a variety of bottled drink options, including soda and non-soda options, along with regular and ‘zero sugar’ soda options.
- b. Machine should contain an automatic refund ‘drop sensor’ or equivalent technology.
- c. Machine should accept coins, bills, and credit/debit cards with tap.

C. Coffee and hot beverages

- a. Self-service coffee brewing and hot water dispensing options.
****The Library is open to discussing options for Coffee service, including pod-based products, honor-based payment with library-provided pods, or other solutions.**

Misc notes and requirements for all public area machines:

- All credit card terminals must be PCI compliant and on their own dedicated network or cellular network. The library cannot provide access to their network for mandatory PCI compliant devices.
- Service provider should ensure that product stock is available consistently throughout the week. The service provider is responsible for restocking to ensure consistent availability of product.
- Appropriate power outlets will be provided by the Library without cost to the vendor.
- A water hookup is available at the local for coffee and hot water vending equipment. No drain is available.

Add Alternate 1 – Staff Area Vending Services

D. Snacks

- a. Vending machines offering a variety of ‘clean, dry’ snacks, candy, etc., with a variety of options, including some ‘healthy’ options.
- b. Machine should contain an automatic refund ‘drop sensor’ or equivalent technology.
- c. Machine should accept coins, bills, and credit/debit cards with tap.

E. Bottled Beverages

- d. Vending machines offering a variety of bottled drink options, including soda and non-soda options, along with regular and ‘zero sugar’ soda options.
- e. Machine should contain an automatic refund ‘drop sensor’ or equivalent technology.
- f. Machine should accept coins, bills, and credit/debit cards with tap.

Misc notes and requirements for all staff area machines:

- All credit card terminals must be PCI compliant and on their own dedicated network or cellular network. The library cannot provide access to their network for mandatory PCI compliant devices.

- Service provider should ensure that product stock is available consistently throughout the week. The service provider is responsible for restocking to ensure consistent availability of product.
- Appropriate power outlets will be provided by the Library without cost to the vendor.

7: Product pricing and financial aspects

The library is interested in offering vending options for the public and staff primarily for convenience and not as a revenue source. In lieu of a percentage of sales, the library would prefer that for-sale prices of all products be maintained at reasonable amounts that will generate more overall interest from customers. Previous cost of coffee at the library's Café ranged from \$1.00-2.50 depending on size. Snacks ranged from \$1.00-\$5.00 for a range of pre-packaged foods (chips) to freshly prepared items (cookies, snack sandwiches, etc.) Focusing primarily on pre-packaged snacks and bottled beverages, the library would expect that pricing of \$1-2 for most items would generate the most interest from the public.

Current staff-area vending machine pricing ranges from \$0.75-\$1.50 for snacks (chips, candy, etc.) and \$1.00 for bottled or canned sodas or water, which has generated consistent purchases by staff.

8: Product Refunds

When possible, all machines should be equipped with automatic refund 'drop sensor' or equivalent technology. The vendor must also post phone contact information and accept phone calls from both customers and library staff regarding machine operational issues and to provide refunds or other compensation. The Library cannot handle money, refunds, or compensation on behalf of the service vendor.

9: Sales Taxes

Collection and submission of any applicable sales tax on vended items is the responsibility of the vendor.

10: Evaluation metrics and criteria

Proposals will be evaluated based on criteria including, but not limited to and in no particular order: company experience; cost to the library; equipment and features offered; implementation timeline; products offered; proposed product pricing; quality of RFP documents; reference responses; response times for machine repair or replacement and addressing product shortages; schedule for stocking machines; turnover of product; and machine maintenance and cleaning.

11: Insurance/Indemnification

The successful awardee must maintain during the term of the contract the following insurance coverage, at a minimum, for a duration of the service and maintain contact:

Commercial General Liability Insurance in the amount of \$1,000,000.00 per occurrence for property damage and bodily injury, with a \$1,000,000.00 aggregate.

Worker's Disability Compensation Insurance including employer's liability coverage, in accordance with applicable statutes of the State of Ohio.

Motor Vehicle Liability Insurance, including Ohio no-fault coverage.

Any other Insurance that may be needed by the Awardee for the duration of the service and maintenance contact.

The Awardee shall indemnify, defend, and hold harmless the Library, its boards, officers, employees, and agents against all claims of loss, damage and/or injury arising out of the performance of services or that may be sustained in or upon the Library premises from any actions or omissions by the Contractor. Such indemnification shall survive the termination of this Agreement.

12: Compliance with Law

The successful Contractor shall comply with all applicable federal, State and local laws and ordinances, rules and regulations, as well as any applicable Library policies.



Vending Services and Cost Worksheet

Base Project – Public Vending Services

A) Snack Vending

1. Proposed Machine Brand/Style _____

2. How many different products can the machine hold (how many slots?) _____

3. Anticipated price range of products (provide sample pricing if possible) _____

4. Is there any direct cost to the Library for machines or products? Yes _____ No _____

5. Is there a min. monthly sales amount that, if unmet, would result in a cost to the library? Yes _____ No _____

6. Is the vendor sharing a percentage of the revenue with the library? Yes _____ No _____

If you answered YES to any of 4, 5, or 6, please detail below.

7. Does your proposal include a minimum contract duration? Yes _____ No _____

If yes, how long is the contract duration: _____

Vending Services and Cost Worksheet

Base Project – Public Vending Services

B) Bottled Beverage Vending

1. Proposed Machine Brand/Style _____

2. How many different products can the machine hold (how many slots?) _____

3. Anticipated price range of products (provide sample pricing if possible) _____

4. Is there any direct cost to the Library for machines or products? Yes _____ No _____

5. Is there a min. monthly sales amount that, if unmet,
would result in a cost to the library? Yes _____ No _____

6. Is the vendor sharing a percentage of the revenue with the library? Yes _____ No _____

If you answered YES to any of 4, 5, or 6, please detail below.

7. Does your proposal include a minimum contract duration? Yes _____ No _____

If yes, how long is the contract duration: _____

Vending Services and Cost Worksheet

Base Project – Public Vending Services

C) Coffee and Hot Water Vending

The Library is open to discussing options for Coffee service, including pod-based products, honor-based payment with library-provided pods, or other solutions.

1. Proposed Machine Brand/Style _____

2. Can the unit supply both brewed coffee and hot water?

3. Anticipated price range of products (provide sample pricing if possible) _____

4. Is there any direct cost to the Library for machines or products? Yes _____ No _____

5. Is there a min. monthly sales amount that, if unmet, would result in a cost to the library? Yes _____ No _____

6. Is the vendor sharing a percentage of the revenue with the library? Yes _____ No _____

If you answered YES to any of 3, 4, or 5, please detail below.

7. Does your proposal include a minimum contract duration? Yes _____ No _____

If yes, how long is the contract duration: _____

Vending Services and Cost Worksheet

Additional Alternate 1 – Staff Vending Services

D) Snack Vending

1. Proposed Machine Brand/Style _____

2. How many different products can the machine hold (how many slots?) _____

3. Anticipated price range of products (provide sample pricing if possible) _____

4. Is there any direct cost to the Library for machines or products? Yes _____ No _____

5. Is there a min. monthly sales amount that, if unmet,
would result in a cost to the library? Yes _____ No _____

6. Is the vendor sharing a percentage of the revenue with the library? Yes _____ No _____

If you answered YES to any of 4, 5, or 6, please detail below.

7. Does your proposal include a minimum contract duration? Yes _____ No _____

If yes, how long is the contract duration: _____

Vending Services and Cost Worksheet

Additional Alternate 1 – Staff Vending Services

E) Bottled Beverage Vending

1. Proposed Machine Brand/Style _____

2. How many different products can the machine hold (how many slots?) _____

3. Anticipated price range of products (provide sample pricing if possible) _____

4. Is there any direct cost to the Library for machines or products? Yes _____ No _____

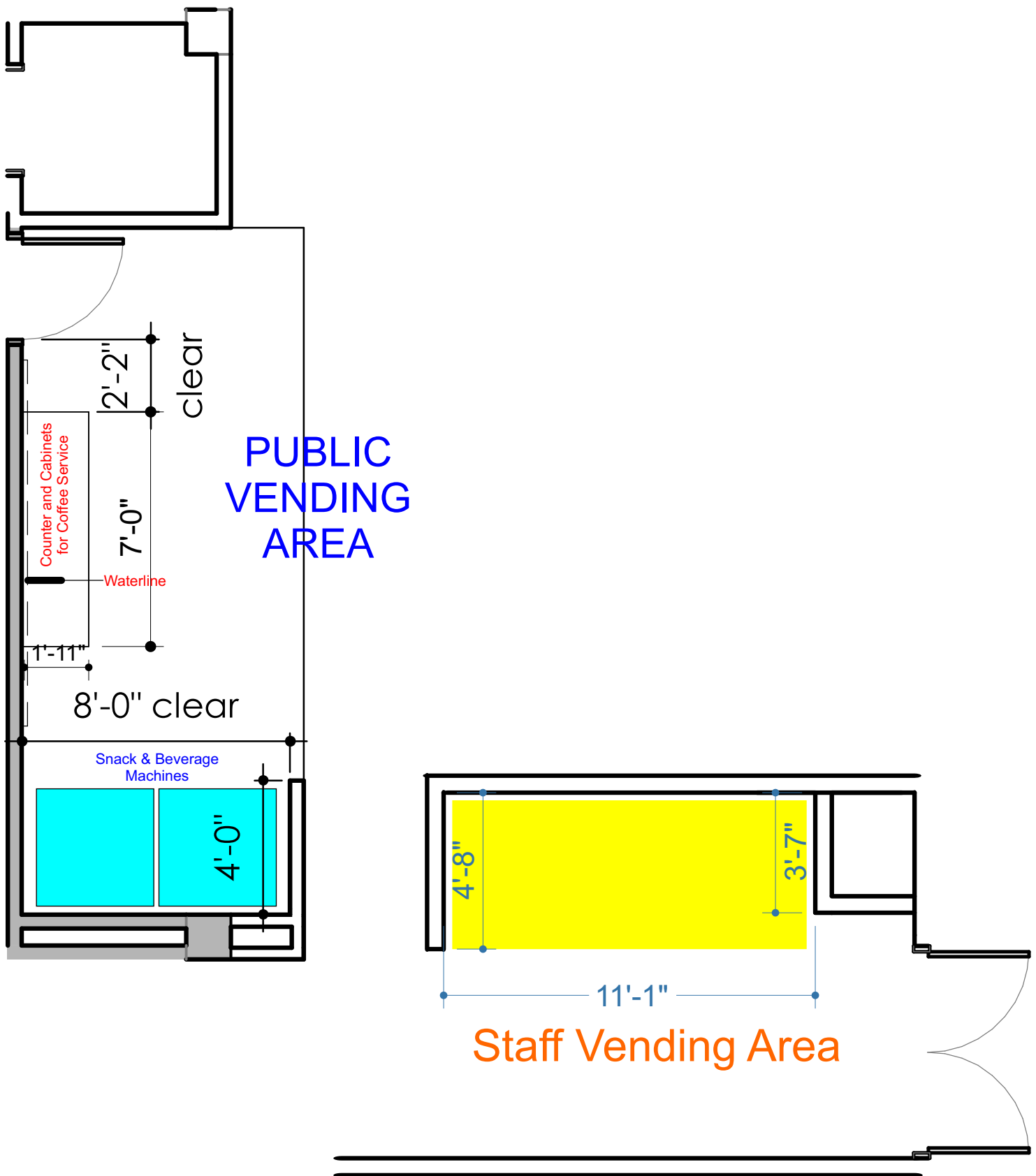
5. Is there a min. monthly sales amount that, if unmet, would result in a cost to the library? Yes _____ No _____

6. Is the vendor sharing a percentage of the revenue with the library? Yes _____ No _____

If you answered YES to any of 4, 5, or 6, please detail below.

7. Does your proposal include a minimum contract duration? Yes _____ No _____

If yes, how long is the contract duration: _____



FLOOR PLAN - VENDING AREAS

1/4" = 1'-0"