

Request for Proposal- Turnkey Food Service Provider 8/26/09



Solicitation

Long Beach Brethren Manor, a residential apartment facility for low income seniors 62 years and older as well as some with disabilities, is desirous of supplier proposal to operate our existing food service as a turnkey ala carte cafeteria.

The Manor has 296 high quality apartments and operates under Title 501(c)3 as a HUD approved facility. Current food service is mandatory for residents and residents have indicated they want choices for food selection, quality, and a “pay as you go” cafeteria style food service. Currently approximately 5,000 meals are served each month.

The bidders’ proposal will include operational scenarios to utilize the existing kitchen and dining room facility to provide affordable meals to include breakfast, lunch and dinner on an ala carte basis and include all operational functions of a cafeteria to include responsibility for collecting monies from patrons, suppliers, and applicable taxes and fees. The formal proposal will include company background, insurance, management, management philosophy, food service history, proposed concept of operations, and transition planning.

Alternative proposals will be considered and are the responsibility of the proposing bidder to address pertinent details of their alternate proposal.

The proposal effort will be a fair process with bidders proposing typical menu selections and cost to be offered to patrons. Bidders will be provided detailed survey results of resident’s preferences, income categories and desired food service types. Requests for Information (RFI) and answers will be provided to all bidders within the RFI phase. The facility and the proposal is managed by Living Opportunities Management Company (LOMCO) www.lomco.com. Please visit the website for further facility information and our management philosophy.

Request for Proposal- Long Beach Brethren Manor- Turnkey Food Service Provider

1. Request for Proposal- Long Beach Brethren Manor – Turnkey Food Service Provider

The Long Beach Brethren Manor (Manor), a residential apartment facility for low income seniors 62 years and older as well as some with disabilities, is desirous of supplier proposal to operate our existing food service as a turnkey ala carte cafeteria.

2. Services Requested

The Long Beach Brethren Manor Board of Directors has retained Living Opportunities Management Company (LOMCO), located at 1224 East Wardlow Rd, Long Beach, California 90807, to manage daily operations at the Manor. The contract for food services will be managed by LOMCO. The minimum desired contract term for one year minimum with extension upon agreement of both parties.

3. Background

The Manor has 296 high quality apartments and operates under Title 501(c)3 as a HUD approved facility. Title 501(c)3 senior housing was established in 1959 by HUD and consists of mortgage guarantee, and is not to be confused with HUD section 8 subsidized housing.

The current food service program is mandatory for residents and residents have indicated they want choices for food selection, quality, and a “pay as you go” cafeteria style food service. Currently approximately 5,000 meals are served each month. Opportunity exists for additional meals as some residents have opted out due to special diet needs that were not available. By use of an extensive survey instrument, residents have expressed desire to have a food offering that is pay as you go (ala carte). It is believed this food delivery service will be of good value to the residents and suppliers by providing desired food at an affordable price. The survey data is available to bidders and shows few alternative food resources in the neighborhood and a clientele who prefer not to cook. The existing operational kitchen and dining room offer convenience and a good social venue for residents. A low fixed operating cost to the food provider will offer lower risk for the food provider. This rent is in consideration for utilities, maintenance, repairs and upkeep.

4. Mandate of the Long Beach Brethren Manor

The mandate of the Long Beach Brethren Manor is to provide affordable low income housing to seniors age 62+. The Long Beach Brethren Manor was the first of its kind under a new 1959 HUD rule to allow mortgage guarantees. HUD guidelines regulate the rents, operation, and maintenance of the Manor, but not the food service. The Manor is managed by LOMCO whose mission statement is:

Living Opportunities Management Company was founded and is operated by compassionate people who are committed to providing the finest possible affordable housing for elderly and/or disabled low-income persons. This commitment includes providing services and programs designed to meet physical, social and psychological

needs, and to promote the health, security, happiness and usefulness for all residents living in facilities under the control of Living Opportunities Management Company.

5. Type of service requested

Turnkey operation of the existing food service and dining facility to include all food operations, cleaning, cash transactions, employee and staff hiring and maintenance, promotions and marketing. All operations are to be compliant with applicable government regulations. Current operations include three servers per meal with one or two available to assist with meal trays for some residents with limited mobility.

The proposal will include operational scenarios to utilize the existing kitchen and dining room facility to provide affordable meals to include breakfast, lunch and dinner on an ala carte basis and include all operational functions of a cafeteria to include responsibility for collecting monies from patrons, suppliers, and applicable taxes and fees. The formal RFP will include company background, insurance, management, management philosophy, food service history, proposed concept of operations, and transition planning.

Alternative proposals will be considered and are the responsibility of the proposing bidder to address pertinent details of their alternate proposal.

The proposal effort will be a fair process with bidders proposing typical menu selections and cost to be offered to patrons. Bidders will be provided detailed survey results of resident's preferences, income categories and desired food service types. Requests for Information (RFI) and answers will be provided to all bidders within the RFI phase.

6. Proposal Schedule

Survey and Proposal Guidelines to Interested Bidders	Wednesday, August 26, 2009
Start of Request for Information (RFI) phase	Friday, August 28, 2009
End of RFI phase	Friday, September 4, 2009
Proposal submittals due	Monday, September 21, 2009
Finalist Selection	Tuesday, September 22, 2009
Finalist Presentations	Wednesday, September 23, 2009
Proposal Evaluation Complete	Thursday, October 1, 2009

7. Request for Information (RFI)

All requests for information should be submitted in writing via email and be submitted prior to the end of the RFI Phase. RFI's should be clear and complete with references if necessary. All RFI's and answers will be provided simultaneously to all bidders.

8. Facility Tours / Manor Resident Food Advisory Committee

Each bidder will be allowed to schedule one visit to view the kitchen and dining room facility with prior appointment with the proposal manager. Each bidding company will be allowed to visit the facility individually. Bidders may meet with representatives of the Manor residents food committee if they wish to do so.

9. Food Quality and Value

Bidders are encouraged to show the value and food quality to the proposal evaluation team members. The evaluation team may visit bidders' local facilities upon request to the proposal manager.

Bidders are requested to provide food prices and menu lists appropriate for the Manor residents.

While there is no nutritional requirement of this contract, it is noted some residents have special nutritional needs. Current food service provides consultation and accommodation for such residents.

10. Housekeeping

The food service operator is responsible for daily housekeeping of the dining room and kitchen to include regular cleaning and maintenance of exhaust ventilator grease screens and other kitchen cleanliness to industry standards. Bidders are encouraged to describe housekeeping schedules.

11. Rent, Utility, Repair and Maintenance Cost

The food service operator will pay a monthly rent fee of \$850.00 per month. This fee is intended to cover the cost of all utilities to include water, trash disposal, electricity, gas, repair, maintenance, permits and inspections.

12. Hours of Operation

Current food service hours are as follows:

Breakfast	9:30am -10:30am
Lunch	11:30am – 1:00pm
Dinner	3:30pm – 5:30pm

13. Food Service Provider Responsibilities

The food service provider will be responsible to provide all items necessary to operating a kitchen and dining room to include (but not limited to):

- Dining room carpet shampoo
- Floors
- Cleaning and dusting window sills
- Disposal cost
- Grease trap cleaning
- Grease haul-away
- Hood cleaning
- Dishwasher service and consumables
- Mat dining room safety mats
- All Consumables
- Phone service
- Pest control
- Overall cleanliness
- Wall cleaning
- Financial transactions with suppliers
- Financial transactions with patrons

14. Proposal Process

- a. All proposals are to be submitted electronically by the submittal date. Additional printed copies of the proposal may be sent but are not required.
- b. Bidders are encouraged to submit any necessary data to demonstrate competence and capability to operate a food service cafeteria as described in this RFP.
- c. Proposals will be reviewed and evaluated for content and value to the Manor's residents by the proposal evaluation committee.
- d. The proposal evaluation committee may request clarification if necessary.
- e. Proposals will be evaluated and ranked and subject to a finalist down-select.
- f. Finalists will have an opportunity to make an in person presentation to the committee and select members of the board of directors.
- g. Winning bidder notification is expected to be timely with the initiation of the 60 day notification to the current supplier.
- h. The winning bidder shall include a transition management plan to minimize cafeteria downtime and monitor an orderly and accountable transition.

Contact Information

The proposal manager is Mr. Dave Perrigo at LOMCO, dperrigo@lomco.com (562) 595-7567.

All proposal inquiries and Requests for Information (RFI) should be directed to Dave Perrigo via email.



Dining Room



Lobby

RFI Format- Submit via email to Dave Perrigo at LOMCO

Date		Type question here.
Requestor		
RFP Item#		

Kitchen Pictures:











End 8/26/09 Initial Release