

## Questions and Answers for Café Services at Central Library

**Q1: What will be the commission owed to IndyPL?**

A1: Commission will be between 5% a – 10% of monthly gross sales.

**Q2: When are the tastings?**

A2: Tastings will be held Oct. 14 – Oct. 18 at Central Library. Bring a range of menu item samplings and expect 6 – 10 Library staff to attend.

**Q3: Can you provide library traffic data?**

A3: Yearly traffic for 2022 and 2023 is shown in the RFP. This includes traffic from events as well. We are not able to provide daily traffic numbers.

**Q4: Will the café vendor be the preferred vendor for events?**

A4: The library has an exclusive contract with the Ritz Charles for all events. The café vendor would have the opportunity to cater small simple events/meetings held during library hours only. The event/meeting host would choose the café vendor or Ritz Charles for their food during library hours meeting/event.

**Q5: Would there be an option to validate parking for guests of the café?**

A5: No

**Q6: How will marketing be managed?**

A6: The vendor is allowed to do marketing/advertising. The Library must approve all marketing/advertising. The Library will also offer marketing by means of Library social media, newsletters, etc.

**Q7: Will the vendor be able to display daily specials on social media?**

A7: Operational announcements will be okay; however, specifics will be worked out during contract negotiation.

**Q8: Is there a sample proposal available?**

A8: No, there is not a sample proposal. You have creative reign on how you want to present your proposal.

**Q9: Will there be access to polling of staff needs on the Library website?**

A9: No

**Q10: Have you surveyed staff/patrons for café offerings?**

A10: We have not surveyed staff or patrons. We recommend providing standard café items as described in the RFP.

**Q11: Will the vendor be allowed to DoorDash?**

A11: This will be a negotiated option; however, the Library is open to discussing this option during contract negotiations.

**Q12: Can the vendor partner with specialty vendors/joint ventures?**

A12: Yes, you may partner with another vendor. However, that partnership must be separate from the Library's contract. The Library will contract with only one vendor.

**Q13: What address should we send our proposal to?**

A13: The required number of Proposals shall be submitted in a sealed envelope addressed to Café Proposal, The Indianapolis Public Library, 2450 N: Meridian St., Indianapolis, IN 46208 by noon EST on Friday, October 4, 2024. Proposals received after the noon deadline will be returned to the vendor unopened.

**Q14: Will the vendor have access to the kitchen before/after hours?**

A14: You will have a window of time afterhours to allow for clean-up. The building can be accessed before hours. There will be security on the premises 24 hours. The café and staff will need to be out of the building by 5:40 pm on Fridays and Saturdays.

**Q15: When was the last time there was a vendor in place?**

A14: The last café closed in 2022.

**Q16: Do you have a sample menu from the past?**

A16: No

**Q17: What is the vendor hiring process?**

A17: The café vendor is responsible for employing all café staff. The preference is to always have at least two staff in the café.

**Q18: Does the Library want the vendor to have a commissary?**

A18: The vendor must have use of a commercial kitchen as food can not be cooked in the Library. The café vendor will be able to use library equipment for warming only.

**Q19: Who maintains equipment?**

A19: The library will be responsible for the maintenance of Library provided equipment. The vendor is responsible for day-day cleaning of used equipment.

**Q20: Can we bring our own equipment?**

A20: Yes, but nothing for cooking of food items. All cooking must be done at the commercial kitchen.

**Q21: What is the extent of branding/signage?**

A21: You are free to place branding/signage anywhere in the café space except for glass or windows.

**Q22: Can the vendor be a cashless operation?**

A22: You are required to have a stand-alone POS system. The preference is to accept both cash and card payment.

**Q23: What is the preferred pricing range?**

A23: We expect typical café prices as well as menu items priced to accommodate various economic demographics.

**Q24: Where can patrons eat?**

A24: There are eight tables with chairs positioned in the café area. There is also outdoor seating available. Vendor is responsible for keeping eating areas clean, tables wiped down, etc.