



Be Well OC Irvine Campus Request for Proposal

Re: Kitchen & Café Operator, and Workforce Development Program

Summary of Scope

Be Well OC is seeking proposals from qualified food service Contractors to operate a Kitchen & Café within our premises located in Irvine, CA. We are interested in establishing a partnership with a reputable and experienced kitchen operator to provide a high-quality, nourishing food experience to our clients, family members and staff. The selected vendor will be responsible for managing all aspects of the Kitchen & Cafe operation including menu development, staffing, procurement, and customer service.

The Be Well OC Irvine Campus also plans to operate a workforce development program for our longer-stay residents and envisions the Kitchen & Café as an ideal location for a variety of vocational training opportunities. Be Well OC is particularly interested in a partner who has experience integrating workforce development & training into Kitchen & Café operations or could propose a partnership with another entity who could develop and operate a workforce development program.

Background

Mind OC is a 501 c3 non-profit, established for the sole purpose of advancing the Be Well movement. A core component of the Be Well strategy is the development of care campus's, intended to serve as a platform for integrated care across the mental health and substance use disorder continuum. Mind OC partners with both public and private partners, including a foundational partnership with the County of Orange Health Care Agency through a Master Services Agreement.

Mind OC seeks a partner who shares the same values as Be Well and is fully committed to supporting and advancing the Be Well culture and community. The Be Well Way is our culture and way of working. It is defined by our core values of dignity, respect, customer service, and kindness. The Be Well Way is expressed through our interactions with others and facilitates an intentional environment that promotes healing and wellness. Expanding access to care, improving the quality of care, and creating a better experience of care reduces stigma and inspires hope.

Figures

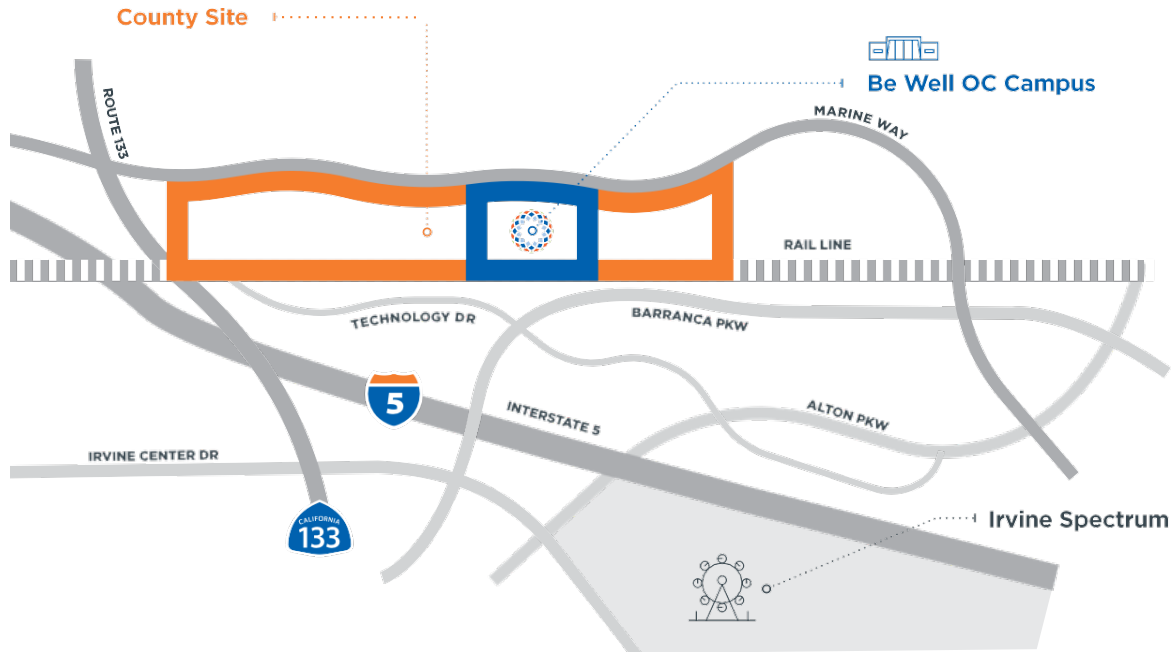


Figure 1: Be Well OC Irvine Campus location

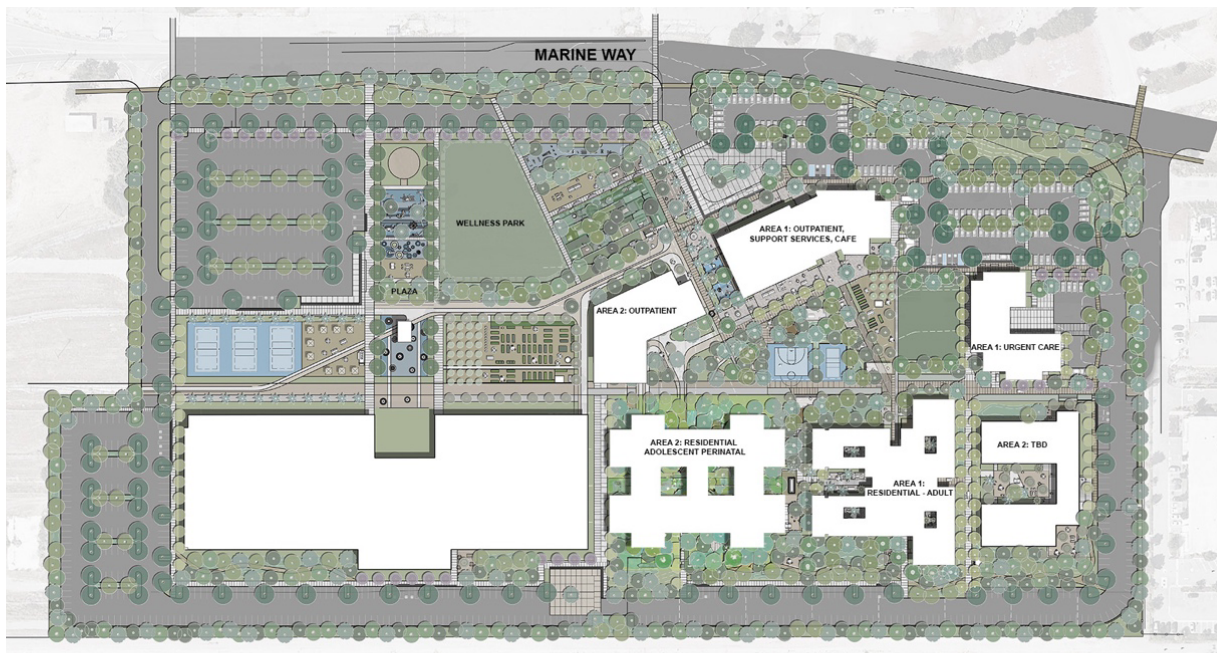


Figure 2: Be Well OC Irvine Campus master plan. Kitchen & Cafe will be in the building labelled “Area 1: Outpatient, Support Services, Cafe.”



Figure 3: Area 1 Outpatient, Support Services & Kitchen/Café Building. Kitchen & Café space shown in green at 2,520 SF (Kitchen: 1,255 SF, Serving: 311 SF, Café Seating: 954 SF)



Figure 4: Rendering from main lobby, looking into the Café and serving area



Scope of Work

The Be Well OC Irvine Campus Kitchen & Café will be constructed by Mind OC, using existing capital funds, including the procurement of significant kitchen equipment and café furniture & fixtures. The Kitchen & Café will serve the following functions & demographics:

- Family style pre-prepared lunches & dinners, procurement of ingredients for breakfasts, for the Residential Treatment programs (Adult, Adolescent, and Mother/Child; 114 clients with additional 10-20 children under the age of 10), 7 days per week
 - Dinner food preparation to occur in the main Kitchen, with delivery to the Residential Treatment units for re-heating, final prep within their unit kitchens
 - Procurement, storing and delivery of ingredients for breakfasts to units; clients & staff to prepare food within their unit kitchens
 - Expenses covered through clinical program reimbursement
- Breakfast & lunch served in the Café for visiting family members and staff (100+ staff on campus daily), 7 days per week
 - Assumes retail model of payment
- Catering for campus meetings & events (2-3 meetings/week, 10-20 people; 2-3 events/month, 30-50 people)
- Integration of a workforce development program
 - Opportunities for funding through CalAIM Enhanced Care Management
- Future: Light meals & snacks for multi-hour Intensive Outpatient Programs
- Future: Integration with on-site therapy garden for education, training and growing produce (*not expecting Kitchen & Café vendor to operate the garden, but rather to integrate programming efforts*).

Concept Development. The selected Contractor will be responsible for the following:

1. Propose a unique and appealing food concept that aligns with the overall ambiance and target demographic of our establishment.
2. Develop a diverse menu, considering multi-cultural & dietary preferences, seasonal ingredients, and culinary trends in menu development, i.e., healthy lifestyle, vegetarian, vegan, lactose free, etc.

Operations Management.

1. Hire and train qualified staff including chefs, cooks, servers, and support staff.
2. Implement efficient operational procedures for food preparation, service, and cleanliness.
3. Ensure compliance with all health and safety regulations and maintain proper sanitation standards.

Procurement and Inventory Management.

1. Source high-quality ingredients and supplies from reliable vendors.



2. Implement inventory management systems to minimize waste and optimize cost efficiency.
3. Monitor food costs and adjust menu pricing as necessary to manage to budget.

Customer Service.

1. Provide exceptional customer service to enhance the dining experience.
2. Solicit feedback from patrons and implement improvements based on customer suggestions.
3. Resolve any customer complaints or issues in a timely and professional manner, in partnership with Mind OC leadership.

Workforce Development Program. The selected Contractor will either manage, or suggest a partner to manage, the following:

1. Identify opportunities for workforce development within all aspects of the Kitchen & Café operation
2. Develop schedules for training rotations, in partnership with Mind OC and the clinical providers on Campus

Proposal Submission Guidelines

Proposal responses will be scored based on responses to the questions noted below, with a maximum of 100 pts. Responses must be delivered electronically to Amber Bergkamp at amber.bergkamp@mind-oc.org by 4pm on Friday, May 31st, 2024.

Company Profile:

1. Overview of the company's history, experience, and credentials in the food service industry.
2. Description of previous food service projects and relevant success stories.
3. List of key personnel and their qualifications.
4. Experience with workforce development programs, and demographic(s) served OR recommended partner, and their relevant experience.

Proposed Concept:

1. Detailed description of the proposed food service concept including menu offerings, and how concept supports the Be Well vision of optimum health & wellness for all residents.
2. Sample menu selections and pricing structure. Please explain menu concepts for both residential treatment units and retail offerings.
3. Operational Plan:
 - a. Plan for staffing, training, and employee management.
 - b. Procedures for food procurement, preparation, and quality control.
4. Approach to health and safety compliance and sanitation practices.



5. Approach to customer service, and creating an exceptional experience for all, supporting Be Well in treating clients, families & staff with dignity & respect.
6. Proposed plan for a workforce development program.
7. Financial Proposal and Considerations:
 - a. Pricing structure for food services, by program type.
 - b. Breakdown of anticipated startup costs and ongoing operational expenses. Please assume a rental payment for the Kitchen & Serving space (1,566 SF), to be determined through contract negotiation if selected as Be Well’s operational partner.
 - c. Provide evidence of financial stability sufficient to demonstrate reasonable stability and solvency appropriate to the requirements of this procurement:

Respondent must submit its current financial statement plus previous two (2) years of audited financial reports including all supplements, management discussion and analysis, and actuarial options.

- *At a minimum, such financial statements and reports shall include: balance sheet; statement of income and expenses (also referred to as “statement of profit and loss”); statement of changes in financial position; cash flows; and capital expenditures.*
- *If any change in ownership is anticipated during the twelve (12) months following the proposal due date, the respondent must describe the circumstances of such change and indicate when the change is likely to occur.*
- *The respondent must identify any conditions (e.g., bankruptcy, pending litigation, planned office closures, impending merger) that may impede Offeror’s ability to complete the project.*
- *Include a copy of your billing invoice as part of your firms’ proposal*

References:

1. Contact information for references from previous clients or partners.
2. Testimonials or case studies demonstrating successful food service operations.

Evaluation Criteria. Proposals will be evaluated based on the following criteria:

Category	Points
1. Experience & expertise in food services operations	30
2. Experience in workforce development OR well-vetted proposed partnership	10
3. Creativity and alignment of proposed concept with the Be Well vision and mission	10
4. Quality of proposed menu offerings	10
5. Comprehensive and realistic operational budget, and evidence of financial stability	20
6. Track record of providing excellent customer service	10
7. References and past performance	10
Total	100



Timeline & Selection Process

<i>Activity</i>	<i>Date</i>
RFP released	Tuesday, April 16 th
RFP responses due	Friday, May 31 st
Interviews (if applicable)	Week of June 17 th
Final selection	Friday, June 28 th

Upon receiving proposals, the selection committee will review and evaluate each submission based on the evaluation criteria outlined above. Shortlisted candidates may be invited for interviews or presentations to further assess their suitability for the project. The final selection will be made based on the proposal's overall quality, alignment with our requirements, and potential to deliver a successful food service operation.

We look forward to receiving your proposal and exploring the possibility of partnering with your esteemed company to bring an exciting food experience to our patrons.