

Request for Proposal (RFP)

**Café & Vending Services
for
NorthPoint Health & Wellness Center Inc.
2220 Plymouth Ave N. Suite 1600
Minneapolis, MN 55411**

Email Address: NorthPoint_RFP@npimn.org

Table of Contents

Section I: Administrative Information

1. Introduction
2. Facts about NorthPoint Health & Wellness Center
3. Coordinating Department
4. Administrative and Technical Questions
5. Timeframes
6. Number of Copies
7. Proposal Format
8. Selection Process
9. Award Criteria
10. RFP Policies and Procedures

Section II: Proposer Profile

1. General Information/Proposer History
2. Technical Approach
3. Expertise of Proposer including Qualifications and Experience of Personnel
4. Quality Control
5. Financial Viability

Section III: Technical Proposal Requirements

1. Objectives
2. Qualifications
3. Food Service
 - a) Café Hours
4. Overall Operations
5. Production

Section IV: Proposer Warranties

Section V: Insurance Requirements

Section I: Administrative Information

1. **Introduction:**

NorthPoint Health & Wellness Center, (NorthPoint) is a health care and human services agency in North Minneapolis, administered by a community board of directors and Hennepin County, seeks proposals (the Proposal) from qualified vendors (the Proposer) for the provision of cafeteria and catering services, as identified in this Request for Proposal (RFP), to become effective for 8/27/25. NorthPoint Health & Wellness Center will grant, for not less than two years, the right to operate any or all these services, at such times and on such days as required by NorthPoint Health & Wellness Center. NorthPoint Health & Wellness Center will grant the use of its kitchen, equipment, and dining facilities for the purposes of operating related services.

Overall, NorthPoint Health & Wellness Center's objective is to provide healthy, quality vending service, at a fair price with excellent customer service, in a clean environment that meets the demands of today's general health concerns.

2. **Facts about NorthPoint Health & Wellness Center:**

NorthPoint Health & Wellness Center sets a standard of excellence in providing culturally responsive, integrated, holistic primary health and social services that strengthens our community and the lives of the people we serve. We are leaders and partners in a shared vision of a healthy, environmentally safe, and economically stable, self-reliant community.

All proposals must be **received by 8/27/25 to** be opened with only the contractor's name publicly visible; proposals will be reviewed and evaluated in private. Any proposal received after the time stipulated will not be considered for the current years' decision.

Proposals should be emailed to:

NorthPoint_RFP@npimn.org

NorthPoint Health & Wellness Center reserves the right to reject all proposals, and to accept any proposal or proposals as submitted, will be in the best interest of NorthPoint Health & Wellness Center.

3. Coordinating Department:

NorthPoint Health & Wellness Center is responsible for coordinating the issuance of this RFP. All communications during the RFP process should be directed to the contact identified below.

Proposals should be emailed to:

NorthPoint_RFP@npimn.org

Communication with any other department, or employee, or any committee member for the goods and services being procured pursuant to the RFP may be cause for disqualification from the RFP process.

DISCLAIMERS:

NorthPoint Health & Wellness Center reserves the right to withdraw this RFP at any time and for any reason, and to issue such clarifications, modifications, and/or amendments, as it may deem appropriate. Receipt of proposal materials by NORTHPOINT HEALTH & WELLNESS CENTER or submission of a proposal to NORTHPOINT HEALTH & WELLNESS CENTER confers no rights upon the proposer nor obligates NORTHPOINT HEALTH & WELLNESS CENTER in any manner. NORTHPOINT HEALTH & WELLNESS CENTER reserves the right to waive minor irregularities in proposals, if such action is in the best interest of NORTHPOINT HEALTH & WELLNESS CENTER. Any such waiver shall not modify the remaining RFP requirements or excuse the proposer from full compliance with the RFP specifications and other contract requirements if the proposer is awarded the contract.

4. Administrative and Technical Questions:

All questions must be submitted by email or before 8/18/25. Responses to questions will be posted on the North Point Health & Wellness Center's website <https://www.northpointhealth.org/about-us/join-our-team>

5. Time frames: (NorthPoint Health & Wellness Center reserves the right to alter the times and activities).

Release of Request for Proposal (RFP), NorthPoint Website. NorthPointHealth.org	by 8/6/25
On-Site tours of facilities & Bistro	1 st Tour Date 8/13/25 Time: 1:00 p.m.-5:00 p.m. 2 nd Tour 8/14/25 Time: 1:00 p.m.-5:00 p.m.
Deadline for submission of Questions	8/18/25
Deadline for submission of Proposal	8/27/25
Selection by committee	9/4/25
Vendor notified of award by	9/9/25
Finalization of the contract and legal review	9/30/25

Proposals must be submitted by **email on 8/27/25 no later than 4:00 p.m.** In the interest of fairness to all participants, no extensions or exceptions will be permitted, unless issued as an Addendum to this RFP and applicable to all Proposers.

6. Number of Copies:

Email the Proposal to NorthPoint_RFP@npimn.org

7. Proposal Format:

Proposals must include the following:

a. Transmittal Letter on Proposer Letterhead:

Signed by a corporate officer or an authorized agent of Proposer.

b. Proposer Profile:

This section will be used in NorthPoint Health & Wellness Center's evaluation of Proposer's general qualifications. Use the format set forth in Section II, entitled Proposer Profile.

c. Proposer's Services:

This section will be used in NorthPoint Health & Wellness Center's evaluation of Proposer's services. Use the format set forth in Section III, entitled Technical Proposal Requirements.

d. Proposer's Commissions Proposal:

This section will be used in NorthPoint Health & Wellness Center's evaluation of Proposer's commissions proposal.

e. Proposer's Warranties

f. List of Subcontractors (if applicable):

List all subcontractors you plan to use and their function. Provide their qualifications, including prior relevant experience. Failure to include this information in the Proposal may be grounds for disqualification.

8. Selection Process:

NorthPoint Health & Wellness Center will evaluate the submission through a point rating system, based on criteria set forth below in Paragraph 10. NorthPoint Health & Wellness Center may invite Proposers to make a presentation to demonstrate qualifications and approach to the requested services. NorthPoint Health & Wellness Center will select the most qualified Proposer based on the submitted Proposal and presentation.

9. Award Criteria:

a. General Qualifications:

Including, being a registered business with the state of Minnesota, but not limited to, Proposer's history, expertise, experience, financial viability, references, and be willing to provide NorthPoint youth with the opportunity to participate in internship and/or shadowing experiences as openings become available in the Bistro.

- b. Proposed Deliverables:**
Including, but not limited to, strategies, methods and services offered by the Proposer.
- c. Commissions Proposal**
- d. Presentation, if needed**

10. RFP Policies and Procedures:

- a.** It is NorthPoint Health & Wellness Center's intent to select the Proposer that provides the best solution for NorthPoint Health & Wellness Center's needs.
- b.** NorthPoint Health & Wellness Center reserves the right to amend or cancel this RFP.
- c.** Each Proposal will be examined to determine whether it is responsive to the requirements of this RFP. All responsive Proposals will be evaluated in accordance with criteria deemed to be in NorthPoint Health & Wellness Center's best interests.
- d.** The Proposer's response to this RFP, as may be subsequently modified in negotiations with NorthPoint Health & Wellness Center, may be included as exhibits in any contracts that NorthPoint Health & Wellness Center may execute with the Proposer.
- e.** NorthPoint Health & Wellness Center reserves the right to reject any or all the Proposals, or any part thereof, submitted in response to this RFP, and reserves the right to waive formalities, if such action is deemed to be in the best interest of NorthPoint Health & Wellness Center. NorthPoint Health & Wellness Center reserves the right to request additional information from any Proposer.
- f.** While NorthPoint Health & Wellness Center is under no obligation to contact Proposers for clarifications, it reserves the right to do so. Depending on the number and quality of the Proposals submitted, NorthPoint Health & Wellness Center, at its sole discretion, may elect to interview all or some of the Proposers during the selection process and to request presentations.
- g.** The decision to award a contract shall be based on Proposer's ability to provide effective quality services and to comply with all applicable laws, rules, and regulations, including without limitation local preferences.
- h.** The award to a Proposer of a contract will be made as judged to be in the best interest of NorthPoint Health & Wellness Center. The award will be made upon the recommendation of the Evaluation Committee and the consideration of NorthPoint Health & Wellness Center.
- i.** This RFP is not intended and shall not be construed to commit NorthPoint Health & Wellness Center to pay any costs incurred in connection with any Proposal or to procure or contract for any services.
- j.** All documents submitted as a part of this RFP shall become the property of NorthPoint Health & Wellness Center.

Section II: Proposer Profile

1. General Information/Proposer History:

- a. Proposer name, main address, telephone number, email address.
- b. Describe the nature of your organization (e.g. corporation, not-for-profit corporation, proprietorship, etc.). If applicable, identify all principals and the ownership interest of each.
- c. Year in which the Proposer was founded and a brief history.
- d. Total number of employees and total number of licensed professionals. Include an organization chart as relevant.
- e. Location(s) from which services will be performed.
- f. Annual income fee for the past three (3) years.
- g. The general and specific specialties, expertise, and overall resources.

2. Technical Approach:

Indicate your understanding of the services requested and demonstrate the means for providing them within a healthcare setting and how you will provide opportunities for NorthPoint youth to participate through internships or shadowing opportunities. Discuss any specific or special qualifications required. Describe the methods of reporting and communication you will maintain with NorthPoint Health & Wellness Center.

3. Expertise of Proposer including Qualifications and Experience of Personnel:

- a. Describe your experience in providing services similar to those requested in this RFP, particularly any projects. Each description must contain the client's name and address, and a contact name with a title and telephone number. NorthPoint Health & Wellness Center reserves the right to contact any client listed.
- b. Describe the qualifications and background of your staff, insofar as they relate to requested services and any experience of providing services in a healthcare setting.
- c. Provide the title and role of each team member, including principals. Provide a resume for each team member.
- d. All employees are subject to the National Sex Offender Registry background check conducted by the NorthPoint Health & Wellness Center's Public Safety Department.
- e. All sub-consultants or subcontractors to be employed must be identified in similar detail.

4. Quality Control:

- a. **Operational Plan:** Describe how you will ensure performance through adequate management, supervision, review, and control.
- b. **Describe payment processing system for cashless transaction in the Bistro transactions and cash handling systems.**
- c. **Record and Reporting Systems:** Describe your system for self-monitoring necessary to ensure maintenance of complete and accurate operational records.

- d. **Operating Problems:** Discuss any operating problems, other than litigation, which you have experienced within the past five years, and its resolution.
- 5. **Financial Viability:**
 - a. **Financial Statements:**

Submit current financial statements (income and balance statements) certified by an independent CPA or submit internal statements if certified statements are unavailable or have not been issued within the past twelve (12) months.
 - b. **Indebtedness, Liens, and Litigation:**
 - i. Submit a statement as to indebtedness, if any, to NorthPoint Health & Wellness Center.
 - ii. Submit a listing of all outstanding liens, if any.
 - iii. Submit a summary of litigation, if any, and its disposition.

Section III: Technical Proposal Requirements

Proposals will be considered from firms now engaged in the operation and management of prepared packaged food services, preferably from one experienced in such services for a community health center.

Proposals are for convenience, prepared and packaged food service items, sandwiches, coffee, juices, teas.

- 1. **Objectives:**
 - a) Provide nutritious and appetizing prepared, packaged food and beverages in a visually pleasing manner.
 - b) Provide high quality products and services, at reasonable prices, to staff and guests of NorthPoint Health & Wellness Center.
 - c) Maintain a professional, yet pleasant atmosphere.
 - d) Demonstrate cooperation and flexibility in dealing with staff and guests.
- 2. **Qualifications:**
 - a) Provide a list of similar prepared, packaged food services presently being operated or managed. Include contact information; size of operation (i.e. meals served), number of staff and years providing services.
 - b) Provide a sample menu. Provide prices and portion sizes for sample menus.
 - c) Identify your capability to work seamlessly with campus technology.
 - d) Proposer's capability to accommodate a point of sale one card program when incorporated by NorthPoint Health & Wellness Center.
- 3. **Prepared Food Service:**
 - a) Changes in any price so identified shall be subject to the prior approval of NorthPoint Health & Wellness Center.

Café Hours:

- a) Our cafeteria operates from Monday through Fridays from 8:00 a.m. - 4 p.m.

4. Overall Operations:

- a) Regular meetings with NorthPoint Health & Wellness Center Finance & Operations Director and /or Chief Operating Officer.
- b) Quarterly financial statements will be presented to NorthPoint Health & Wellness Center's Director of Finance & Operations. NorthPoint is offering a reduced rental space at the cost of \$1200 per month and 10% of net sales, which may be negotiable depending on the terms of the contract agreement.
- c) Requests for price increases in the cafe, if any, will be made by NorthPoint Health & Wellness Center.
- d) Appropriate setup and cleanup during regular NorthPoint Health & Wellness Center hours will be done by the Proposer at no cost to NorthPoint Health & Wellness Center.
- e) NorthPoint Health & Wellness Center reserves the right to inspect the food activities and area at any given time with respect to the quality and quantity of food, method of service, hours of operation and maintenance of premises.
- f) Proposers shall function in facilities as designated by NorthPoint Health & Wellness Center. Proposers shall also be required to function during any construction and/or remodeling activities as determined by NorthPoint Health & Wellness Center.

5. Production:

- a) The Proposer shall provide sufficient personnel, at its own expense, to properly operate all the food service facilities with provided meals and goods of good quality and quantity, subject at all times to the standards and approval of NorthPoint Health & Wellness Center.
- b) NorthPoint Health & Wellness Center may be consulted on employment decisions pertaining to the local, onsite managers' position.
- c) The disposal of garbage, NorthPoint Health & Wellness Center will provide a licensed waste hauler, dumpster, and any other equipment needed to comply with state and local law, at no cost.
- d) Maintenance of the café, counters, storage areas and floors being swept, will be the responsibility of the Proposer.
- e) NorthPoint Health & Wellness Center will maintain mopped floors, garbage removal and dining areas.
- f) NorthPoint Health & Wellness Center will supply the cafeteria and vending areas with all reasonable utilities, at its expense.
- g) NorthPoint Health & Wellness Center shall be responsible for all exterminating services.
- h) NorthPoint Health & Wellness Center shall have the right to inspect all facilities necessary for food service operations, including the quality and quantity of food service, opening and closing hours and generally, with respect to safety, sanitation, and maintenance of said premises, all of which shall be maintained at a level satisfactory to NorthPoint Health & Wellness Center.
- i) The Proposer shall maintain, in conspicuous places, lists of food items and prices.
- j) The Proposer shall be responsible for complying with all local, state, and federal requirements concerning licenses, taxes and sanitation.
- k) The Proposer shall be required to obtain and have in effect appropriate licenses.

Section IV: Proposer Warranties

The Proposer warranties as follows:

- A. That it is willing and able to comply with the laws of the State of Minnesota.
- B. That it is willing and able to obtain an errors and omissions insurance policy providing a prudent amount of coverage for the willful or negligent acts, or omissions of any officers, employees, or agents thereof.
- C. That it will not delegate or subcontract its responsibilities under an agreement without the prior written permission of NorthPoint Health & Wellness Center.
- D. That all information provided by it in connection with this Proposal is true and accurate.

The Proposer affirms as true, under the penalties of perjury, as follows:

- A. The prices in this Proposal have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition as to any matter relating to such prices, with any other contractor or with any competitor.
- B. The prices which have been quoted in this Proposal have not been disclosed knowingly by the Proposer, and will not be disclosed knowingly by the Proposer, directly or indirectly, to any other Proposer or to any competitor, prior to the opening.
- C. No attempt has been made or will be made by the Proposer to induce any other person, partnership, or corporation to submit a Proposal for the purpose of restricting competition.
- D. NorthPoint Health & Wellness Center, State of Minnesota or of any political party, with the purpose or intent of securing an agreement or securing favorable treatment with respect to the awarding or amending of an agreement or the making of any determinations with respect to the performance of an agreement.

Section V : Insurance Requirements

If awarded a contract, the Proposer will agree to defend and indemnify NorthPoint Health & Wellness Center and its officers, agents and employees, and shall hold them harmless from any risks of every kind, nature and description resulting from or arising out of the work and/or services performed.

Before commencing work, the successful Proposer shall furnish evidence of insurance coverage in the kinds and amounts specified by NorthPoint Health & Wellness Center with a Certificate of Insurance, evidencing the specified coverage, and naming NorthPoint Health & Wellness Center Inc. as an additional insured. Such coverage will remain in effect until satisfactory completion of the work and/or services to be performed.

Signature _____

Official Title _____

Name _____

Date _____

Proposer Signature _____

Title _____

Name _____

Date _____