

## REQUEST FOR PROPOSALS CATERING SERVICES QUESTIONS & ANSWERS January 22, 2025

1. RFP section on Operations suggests proposing additional services. Would these be proprietary offerings or part of a menu of services offered by some if not all Approved Caterers?  
**This is an opportunity for you to suggest creative ideas that may set you apart from other caterers and benefit mutual customers. This is optional, not required.**
2. Since 10-20 approved caterers will be identified, what is the value of promotion of the venue if customers are able to select from multiple approved caterers?  
**Caterers promote themselves as one of the select few caterers exclusively allowed to work at the EBRPD indoor facilities. EBRPD promotes caterers on our website, publications, social media, print materials, etc. You may check the websites/socials of caterers on the existing list for examples of partnership promotion. The indoor facilities host on average roughly 325 catered events annually.**
3. Should a proposer offer Concession fees on Business and Social events in excess of the stipulated values, would the proposer expect to be awarded points in that category at a higher value than simply agreeing to the stipulated values? Such a submittal would be subject to supporting financial analysis.  
**The fees are set and not negotiable as a matter of equity.**
4. Please provide Attachment D referenced in the Insurance section of the RFP.  
**The insurance document can be found here: [Bids and RFPs | East Bay Parks](#)**
5. Fees are calculated on the revenue received from food and beverage sales before taxes. Catering services often are the beneficiary of gratuities or a structured Service Fee intended to compensate employees. Is it correct to assume these collections are pass through and not fee-able revenue for District percentage fee purposes?  
**Fees are calculated on gross sales of food and beverage before taxes only.**
6. The contract term of 19 months is atypical for purposes of financial reporting. Does the District intend to announce the exercise of the two year option well in advance of December 31, 2026? The annual financial report would then make more sense. With the exception, a 7-month report followed by three annual reports on the calendar year would make accounting sense.  
**The reporting period is as suggested in the RFP. There is no plan to make any changes currently.**
7. The fee structure will be 11.5% of food and beverage only, correct? **Fees are calculated on gross sales of food and beverage before taxes only.**
8. Corporate fee structure mid-week setup will be 10% only, correct?

Fee structure is outlined in Section 5. Caterer Fees, Payment, Report, Record-Keeping of the Catering Contract and below:

“Social” events are computed at 11.5% of F&B sales before taxes: (4% Concession + 7% Maintenance + .5% Promotional). Include weddings, birthdays, and other social events, including business social events that are not meetings.

“Business” events are computed at 5.5% of F&B sales before taxes: (2% Concession + 3% Maintenance + .5% Promotional). Include meetings, retreats, and memorials.

9. Are there any donations cater is required to-do in addition to the fees above?  
Caterers are required to participate in Open House and Wedding Fair events at the Brazilian Room. These events are mutually beneficial promotional opportunities.
10. How is the power at each location?  
Each location has ample/standard power. This question may be better answered during the mandatory site tour.
11. Each month we will reconcile and submit the invoice/contract plus percentages on the 15<sup>th</sup> of the following month, correct?  
By the 20<sup>th</sup> of the following month for any month the Caterer operates throughout the Term, Caterer shall send to the Finance Department, 2950 Peralta Oaks Court, Oakland, CA 94605, the Caterer Fee, and a monthly report (in reasonable detail as specified by District) showing Caterer's Gross Receipts for the preceding month, signed, and certified to be correct by Caterer's chief finance officer. The report shall contain Caterer's computation of each month's Caterer Fee, broken into separate categories for (i) food, (ii) beverage. The monthly report, food and beverage invoices and a copy of the check/payment shall also be emailed to the Facilities Supervisor
12. We use much software for marketing and billing, will you be ok with using Bill.com or Tripleseat.com for billing?  
We do not use Bill.com or Tripleseat.com. All records will need to be provided for reporting as outlined in the contract under Section 5. Caterer Fees, Payment, Report, Record Keeping. District accepts payment in the form of check: personal/business check or an electronic check processing service may be used for payment.
13. We also spend 6K per month in marketing to advertise venue we work with – how many events each cater averages per month?  
We book an average of 753 events each year, an average of 326 are catered events total across our four facilities. It is up to each caterer to secure business for these events.
14. Is everything fully working at all locations?  
There is a maintenance team dedicated to the Reservable Facilities. The intention is for all amenities to be always available. Should anything require replacement or repair it is addressed in a timely manner.

- 15.** How is the normal booking process ? Do you have a sample of the current catering provider we can take a look? The Reservable Facilities are booked through the EBRPD reservation system (via phone). Reservations commence in January each year for the following year (i.e.: in January 2025 we begin taking reservations for 2026). Each caterer is responsible for their own booking process with clients who have booked an EBRPD facility. There are currently 15 caterers on the Approved Caterer List, which can be found on our website: [Microsoft Word - EBRPD 2025 Approved Caterers List and Open House Schedule](#)
- 16.** Are we allowed to bring all equipment necessary to make events successful and keep clients happy?  
There are restrictions as to what is allowed in the East Bay Regional Parks and at the Reservable Facilities. Some may be found in Ordinance 38 ([Rules and Regulations: Ordinance 38 | East Bay Parks](#)) and in the rules and use agreement for facilities found our website ([reservations-rulesanduseagreement-2018-2019.pdf](#)). This may be a good question to raise at the mandatory site tour to narrow down subject matter.
- 17.** This package will contain lots of operational procedures – what is the process to keep this confidential?  
All proposals received are public records subject to public disclosure under the California Public Records Act (Gov. Code section 6250 et seq.). Only financial information is withheld in responding to a public records request.