Questions received as of 5/24/23

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1. What are the required hours of operation for the café or concession?
   a. There are no requirements for hours of operation. Respondents should propose hours of operation within Park hours (5am-midnight).

2. Are there any menu restrictions? Is anything not allowed?
   a. There are no menu requirements, but the Department encourages healthy options and options for kids.

3. Is there a liquor license?
   a. Both locations currently hold a reduced fee Type 47 liquor license because the properties are city owned. McCall’s is the current license holder and is interested in transferring each license to the chosen Lessee. Please see California Business and Professions Code Section 23824 for more information.

4. What is the current occupancy rate at Union Square?
   a. The Recreation and Park Department does not analyze commercial occupancy rates. However, the Union Square Alliance’s 2023 Strategic Plan includes data on overall trends for the neighborhood.

5. Where and how is trash disposed?
   a. Trash disposal is centrally located in the parking garage and prospective tenants would coordinate this service with the garage operator.

6. Is parking available?
   a. Tenants may choose to purchase monthly parking in the garage.

7. Where are the restrooms?
   a. The West Complex contains staff restrooms in the back room. The East Complex does not contain a restroom. Other restrooms are available in the parking garage and require a code for entry.

8. Are there any menu restrictions? Is anything not allowed?
   a. See question 2 above.

9. Please share more about the Union Square Alliance
   a. Please see page 3 of the RFP for more information about the Union Square Alliance or visit https://visitunionsquaresf.com/about.

10. Please share any data about occupancy rates and other trends in the area.
    a. See question 4 above.

11. Can I build an exhaust system? Maybe restrictions on building a hood?
    a. Recreation and Parks will consider proposed exhaust systems with hoods.
12. What permits is the operator responsible for?
   a. Operator responsible for obtaining any necessary permits for operation or renovations.

13. How do we obtain a liquor license? What is typically the exact cost? How will it be transferred?
   a. Please see Question 3 above and RFP Section II.E. for information regarding liquor licenses. Specific questions regarding transfer of existing liquor licenses should be directed at the current tenant by emailing Jean “JK” Keijdener JKeijdener@mccallssf.com.

14. What space(s) do special events take?
   a. Special events in the Plaza vary by type of event. The annual holiday ice-skating rink take up a large footprint of the Plaza and there are several weeks of set up and take down. There are occasional private tented events on the Plaza that may take up the entire Plaza. The Department limits the frequency of these tented events and the Lessee may be compensated for any lost revenue for private tented event. Please see sample tented event footprint below.

![Tented Event Footprint Image]

15. How is furniture moved during special events? What areas and what furniture does the operator get to use?
   a. The operator will be responsible for their own seating and tables within their designated outdoor seating areas. Other tables and chairs in the Plaza are open to the public and removed from the Plaza nightly. Café service (including alcohol) to Plaza tables is dependent on other food, alcohol and health permits.

16. Where do you receive deliveries?
   a. Deliveries can be made at street level along Powell Street (for West Complex) and along Post Street (for the East Complex). Delivery vehicles must have commercial plates to utilize these loading zones.
17. What is the current percentage rent?
   a. Please see Appendix B of the RFP for Café Revenue History.

18. Is McCalls lease up?
   a. The current tenant is operating on a month-to-month basis. Recreation and Parks is looking for a tenant to occupy the spaces for a lease term of at least 3 years up to 15 years.

19. Do tenants have the right of first refusal at the end of the lease term?
   a. A lease may be structured so that the Lessee has options to extend. Otherwise, the lease will need to go through another RFP process upon expiration.

(continued below)
20. What is the inventory of what will remain i.e., what belongs to McCall's and what will stay?
   a. The following lists are items owned by Recreation and Parks and will remain on-site.

**Equipment Inventory - West Complex**

<table>
<thead>
<tr>
<th>Description/Name</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Front of house</strong></td>
<td></td>
</tr>
<tr>
<td>Display cooler</td>
<td>1</td>
</tr>
<tr>
<td>Cashier desk</td>
<td>1</td>
</tr>
<tr>
<td>Counter with sink and ice bin</td>
<td>1</td>
</tr>
<tr>
<td>Beer wire hooks</td>
<td>1</td>
</tr>
<tr>
<td>Interior CCTV cameras</td>
<td>5</td>
</tr>
<tr>
<td><strong>Back of house</strong></td>
<td></td>
</tr>
<tr>
<td>Amplifier</td>
<td>1</td>
</tr>
<tr>
<td>Refrigerator</td>
<td>1</td>
</tr>
<tr>
<td>Sink and table</td>
<td>1</td>
</tr>
<tr>
<td>Drip tray</td>
<td>1</td>
</tr>
<tr>
<td>Safe</td>
<td>1</td>
</tr>
<tr>
<td><strong>Outside</strong></td>
<td></td>
</tr>
<tr>
<td>Planter boxes</td>
<td>11</td>
</tr>
<tr>
<td>CCTV cameras</td>
<td>4</td>
</tr>
<tr>
<td><strong>Downstairs Storage Area</strong></td>
<td></td>
</tr>
<tr>
<td>Dumbwaiter</td>
<td>1</td>
</tr>
<tr>
<td>Water heater</td>
<td>1</td>
</tr>
<tr>
<td>Ice machine</td>
<td>1</td>
</tr>
<tr>
<td>Compression water tank</td>
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</tr>
<tr>
<td>Freezer</td>
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</tr>
<tr>
<td>Handwashing sink</td>
<td>1</td>
</tr>
<tr>
<td>Shelving</td>
<td>1</td>
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21. Please provide diagrams of the Aboveground diagrams of east and west complexes

a. Recreation and Parks does not possess detailed site surveys of concession spaces. The following diagrams are for illustrative purposes but should be verified for accuracy.

**Overall Premises Map**

(1) Cafe Pavilion
(2) Cafe Arbor
(3) Cafe Annex
(4) Veranda Seating Area
(5) Additional Storage Area
(6) Common Areas
(7) Ticket Booth (not part of premises)
(8) Primary Storage Areas (not shown)
The Café Annex
The Veranda Seating Area
Additional Storage Area

Union Square—Powell St. Arbor
Storage Room across from
Half-Price Ticket Booth

The Width just inside the Front door measures 94 inches Wide, but narrows to 61 inches in the back. At center of this space, it measures a total of 141 inches deep, but breaks out with the front portion at 51 inches deep, then a rise of 42 inches, and the back portion of this room measuring 90 inches deep.
Additional Storage Area

ADDITIONAL STORAGE AREA

THE CAFE ANNEX

THE VERANDA SEATING AREA
Primary Storage Area #1

Primary Storage Area #1 - 568 Total Sq. Ft.
Primary Storage Area #2 - 285.5 Sq. Ft.
22. I know we can’t sublease it but can we sell the business to the approved parties in the future if we can’t run it anymore for health or any other issues we might have in the future.
   a. Please see Section III.M. of the RFP

23. Are proposals that include both sites scored higher than proposals that only utilize one site?
   a. There are no specific points awarded for proposals that only utilize one location. However, only utilizing one space may be taken into account when scoring other sections such as the Operations Plan.

24. Who is on the Selection Committee? Will their names be made public?
   a. The names of the Selection Committee members will not be made public until a Draft Lease is presented to the Recreation and Parks Commission.

25. Can we utilize other parts of the Plaza for recurring/weekly events?
   a. Please see Section II.B. of the RFP.

26. If someone leased only the East Complex, would they have access to the restrooms inside the West Complex?
   a. The Department could provide keys for staff to the garage restroom if the East Complex were rented out by itself.

27. Could one install glass fencing around the East Complex patio similar to the existing fencing around the West Complex patio?
   a. Please see Appendix D. Given that glass fencing was approved on the West side it is reasonable to expect that approval would be granted for the East side as well. Respondents must confirm with the Planning Department and your own advisors.

28. Can one install outdoor heaters?
   a. Any outdoor heating element must comply with any applicable Fire and/or Building codes.

29. Can Café employees get regular access to garage restrooms?
   a. Tenants may work with the garage operator for restroom access for employees.

30. Can one offer fitness or outdoor yoga classes under the trellised areas?
   a. Respondents may propose outdoor fitness programs, however any use must not block access to the doors that lead to the parking garage and storage room.
31. Are the sinks in both café spaces compliant with health codes?
   a. Health codes are constantly changing and we cannot make guarantees. The current tenant was approved for food service in 2020 with the current configuration.

32. Are both café revenues included in Appendix B?
   a. Yes, both café revenues are reflected in Appendix B.

33. Is there a hot water heater in the café? What is the volume?
   a. Please see question 20 for inventory. The capacity of the water heaters is unknown.

34. How many events a year are you planning to have in the square? Are you inviting any outside vendors to take cafes sales away for the events?
   a. Please see question 14. We do not have an estimated number of events as this number fluctuates during the year. We do not invite outside vendors to operate on the plaza however special events may bring in their own food vendors.

35. Is there a gas connection?
   a. We are not aware of any current gas connections.

36. Is it ok to extend the cafe to increase the capacity for indoor seating? If not are heaters allowed outside?
   a. Please see Section II.B. and Appendix D of the RFP for response about building modifications. Please see question 28 for outdoor heater response.

37. Is there the ability to extend the patio on the East Complex (one on Stockton St)? If so, how far out could it go?
   a. Operator may not permanently extend the patio area for exclusive use. The Operator may seek permits for individual or recurring events to utilize additional plaza space.

38. What lease term lengths did you say MUST be approved by the Board of Supervisors? Does this include extension options?
   a. Please see Section IV.C. of the RFP. Options to extend may or may not require additional approvals, depending on the terms.

39. With regard to references, the RFP requests "Type and size of concessions managed and operated, including dates of operation and annual revenues." What should we provide if we have not managed concessions for these types of references? In other words, are the only relevant references ones for which the respondent has managed a concession?
   a. It is preferred that references relate to a concession but other types of references may be submitted if there is relevancy.

40. Will it be OK to submit confidential income tax returns as a demonstration of financial strength?
   a. Yes, income tax returns may be included.

41. Is it possible to get CAD files? Need our architect to look at them.
   a. Please see question 21.
42. Can you put portable heaters outside?
   a. Please see question 28.

43. Can I install my own security system with cameras.
   a. See Section III.H. Tenants may install additional security systems with Department approval.

44. Can I replace outside metal table and metal chairs to my own furniture such as wood or plastic?
   a. Additional requirements are in place due to special zoning rules for the area - see guidelines in Appendices D and E. In addition, proposals should include any proposed changes in the Operations Plan (Section 7.G.).

45. Can I submit two proposals? One for both spaces and one for one of the spaces.
   a. Yes.

46. Can I spray paint the exterior metal trim (silver color now) to black?
   a. Additional requirements are in place due to special zoning rules for the area - see guidelines in Appendices D and E. In addition, proposals should include any proposed changes in the Operations Plan (Section 7.G.).

47. Can I install Plexi glass or any approved clear material on the awning top for wind and rain cover?
   a. Additional requirements are in place due to special zoning rules for the area - see guidelines in Appendices D and E. In addition, proposals should include any proposed changes in the Operations Plan (Section 7.G.).

48. Is there any grants or loans available for small business owners?
   a. Operators may seek grants or loans from the Office of Economic and Workforce Development or other sources.

49. Can you offer chair services outside such as chair massage, chair auricula ear seeding (one of the holistic healing modalities)?
   a. Overall, any services must be recreational (which can include fitness-related activities and food service) and will be evaluated as part of the overall proposal.

50. Can we install wood lattice fence over the current glass fence?
   a. Additional requirements are in place due to special zoning rules for the area - see guidelines in Appendices D and E. In addition, proposals should include any proposed changes in the Operations Plan (Section 7.G.).

51. Can we install different planter box and plants outside?
   a. Additional requirements are in place due to special zoning rules for the area - see guidelines in Appendices D and E. In addition, proposals should include any proposed changes in the Operations Plan (Section 7.G.).