



Request for Qualifications

For

Food and Beverage Program

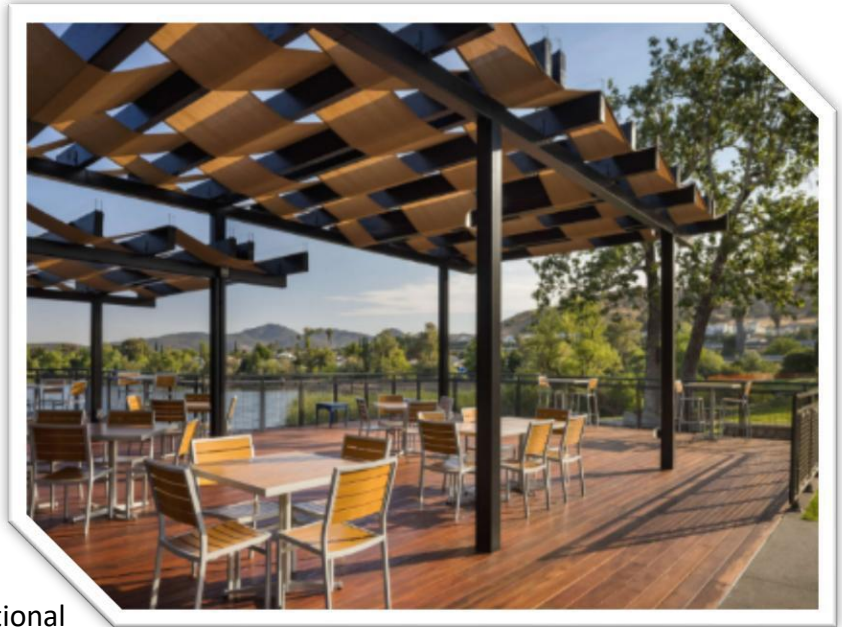
Issued: March 7, 2025

Submissions must be received by
3:00 PM Pacific Standard Time (PST)
March 31, 2025



INTRODUCTION

Santee Lakes Recreation Preserve is a 190-acre park and campground located in Santee, California, centrally positioned within San Diego County. The Preserve boasts a series of seven lakes that are replenished daily with up to two million gallons of recycled water, fostering a sustainable and flourishing environment for both visitors and wildlife.



In 2024, Santee Lakes received national recognition from the Outdoor Hospitality Industry (OHI) as the "Large Park of the Year" and "Plan-It-Green," highlighting its exceptional sustainability efforts, amenities, and guest experience. The Preserve blends natural beauty with modern conveniences, attracting over 700,000 guests annually.

Offering 10 lakeside cabins, 300 full-hookup campsites, and a variety of seasonal community events, Santee Lakes caters to diverse accommodation and experiential needs. It serves as a popular venue for family gatherings, weddings, and special events, featuring live music and entertainment on the deck.



This picturesque location continues to evolve and expand, making Santee Lakes an ideal candidate for a future food & beverage partnership. We invite you to join us in enhancing the guest experience by providing a memorable dining option that complements this award-winning destination.

Santee Lakes Kitchen and Outdoor Dining venue offers East County's premier outdoor dining experience. Overlooking Lake 4, it provides an ideal setting for breakfast, lunch, or dinner on the deck. The kitchen is fully equipped with a variety of cooking equipment and a walk-in fridge/freezer, ensuring a turn-key operation. This location attracts over 700,000 visitors annually, providing multiple revenue streams including weekend and seasonal guests, District employees and volunteer staff, special events on the deck, and catering services. Santee Lakes offers a chance to partner with an acclaimed destination.

To learn more, check out the Santee Lakes website: <https://www.santeelakes.com>

REQUEST FOR QUALIFICATIONS

Padre Dam Municipal Water District, in conjunction with Santee Lakes Recreation Preserve ("The District"), is issuing this Request for Qualifications (RFQ) to engage a Management Company for the operation of food and beverage services and facilities within the Santee Lakes Recreation Preserve. This arrangement will follow a management fee model equivalent to those employed in the U.S. hospitality sector.

The District invites proposals from individuals, private businesses, and national brands interested in managing the food and beverage program at the existing kitchen and outdoor dining area ("The Premises") located adjacent to the General Store at Lake 5, 9310 Fanita Parkway in Santee, California. This RFQ outlines the project scope, required services, selection process, and mandatory information to be included in the proposal.

PROJECT DESCRIPTION

The District is dedicated to delivering superior customer service, enhancing guest amenities, and generating revenue through dining and catering services. The District intends to transform its kitchen and lakefront deck into a first in class amenity and dining experience. The District is seeking qualifications from individuals and organizations to provide a contracted food and beverage service program, including staffing, procurement, management, and obtaining necessary licenses such as business, health, and alcohol (beer and wine) licenses. The partnership will leverage Santee Lakes' investment in the building site and the vendor's business expertise. A comprehensive Service Level Agreement will be required for this model of work.

The premises, which include a fully functioning kitchen, lakefront outdoor patio, and a built-in customer base, offer substantial revenue opportunities for a suitable partner. The interior kitchen space encompasses approximately 800 square feet, with potential access to a separate building with additional dry storage while the outdoor dining area covers 4,000 square feet.

Food service provider hours of operation to correspond with park hours and seasonal day light changes.

(Daylight Savings weekend)

November through February

Park Hours: Monday – Thursday: 7:00 AM to 5:00 PM

Friday – Sunday: 6:00 AM to 5:00 PM

Facility Hours: 8:00 AM to 4:00 PM daily

(Daylight Savings weekend)

March through September

Park Hours: Monday – Thursday: 7:00 AM to 8:00 PM

Friday – Sunday: 6:00 AM to 8:00 PM

Facility Hours: 8:00 AM to 8:00 PM daily

October

Park Hours: Monday – Thursday: 7:00 AM to 6:00 PM

Friday – Sunday: 6:00 AM to 6:00 PM

Facility Hours: 7:00 AM-5:00 PM daily

The Park is open to customers 362 days a year. The campground is occupied 365 days a year.

The Park Is closed Thanksgiving, Christmas Eve and Christmas Day.

Federally recognized holiday hours are the same as Friday through Sunday hours of the corresponding month.

2024 Guest Counts

NUMBER OF TICKETS SOLD BY CAR (AVERAGE 160-400 CARS DAILY)	
Month	Tickets Sold
Jan	5,756
Feb	4,606
Ma	6,066
Apr	9,300
May	10,246
Jun	12,956
Jul	12,665
Aug	8,467
Sep	7,904
Oct	7,151
Nov	6,175
Dec	4,259

AVERAGE OCCUPANCY OF THE CAMPGROUNDS	
Month	Occupancy
Jan	59%
Feb	59%
Ma	68%
Apr	65%
May	69%
Jun	77%
Jul	94%
Aug	80%
Sep	72%
Oct	64%
Nov	70%
Dec	65%

PROJECT SCOPE FOR REQUIRED SERVICES AND MANDATORY INFORMATION REQUIRED IN RESPONSE

1. Food Service Delivery Requirements

- a. Describe your process for ordering food, planning menus, preparing food, weekly inventories, monthly and quarterly business reviews.
- b. Describe your timeline and opening process, including all licensing and permitting.
- c. Provide a detailed overview of the resources that will be deployed to support dining services in a labor proforma including purchasing relationships with local, regional, and national suppliers.
- d. Provide detailed information on potential customer rebates with national suppliers.

2. Menu, Service Offerings, Organizational Chart, Customer Engagement

- a. Provide a description of food service plans including menus, catering menus, and special promotions or seasonal features.
- b. Describe the catering program and any recommended equipment needed to deliver on site special events for the fishing tournaments, holiday attractions and activities, corporate events and special occasion celebrations such as weddings and other group celebrations.
- c. Describe how employee health, safety, and training are implemented, tracked, and sustained.
- d. Describe how weekly, monthly menu or special items are promoted/ marketed to the site.
- e. Provide sample menus that include freshly prepared cold and hot food sourced from local and sustainable ingredients with breakfast price ranges from \$3-\$10, lunch from \$10-\$15 and dinner from \$10-\$20.
- f. Provide a proposed organizational chart required for site management and staffing models for peak and off-peak seasons.
- g. Provide a detailed description on how your company hires, trains, supervises and terminates employees.
- h. Describe company's food safety and compliance training, daily food safety procedures and systems.
- i. Describe your strategy for customer retention and to encourage repeat visits. Provide any special promotions or signature menu items used to drive customer engagement and satisfaction.

3. Financials

- a. Provide a detailed 12-month proforma including all operating budget and line-item descriptions of the costs of goods including labor, management, direct costs, indirect costs and contract management and administration fees.
- b. Provide a Statement of Operations for the last two years of similar operations.
- c. Provide detailed pre-opening and activation costs and associated timelines for hiring both hourly and management labor.
- d. Provide detailed list of supplies needed to open including all service wares and projected costs.
- e. Provide detailed costs on Point-of-Sale equipment and on-going monthly subscription costs.
- f. Provide projected daily, weekly, monthly, quarterly deep cleaning scope and costs. Is this a position on staff or subbed out to another company?
- g. Provide projected equipment preventative maintenance costs, including costs of grease interceptor pump out and hood cleanings. Approximately 800 sq ft of kitchen space.

MINIMUM REQUIREMENTS, QUALIFICATIONS & SELECTION PROCESS

- Minimum Qualifications: Respondents must meet all the minimum qualifications set forth in the RFQ to be considered.
- Demonstrated experience, within the last five years, successfully operating seasonal, destination resort food and beverage outlets for third parties, with characteristics similar to a State or National Park.
- Expertise in managed service agreements, which may include experience managing Government or institutionally owned facilities, rural or isolated properties, environmentally, sensitive areas.
- Sustainable operations – e.g., operating LEED-certified properties, demonstrating environmentally sound practices, or otherwise managing responsibly within environmentally sensitive areas.
- Respondent must be able to provide Insurance requirements provided in Attachment A.

Milestone Dates

MILESTONE	DATE(S)
Request for Qualifications issued	March 7, 2025
Pre-submittal vendor property tours & site inspections	March 10 - March 21, 2025
Request for Information	March 21, 2025
Responses for the District	March 24, 2025
Request for Qualifications Due	March 31, 2025
Presentation from Selected Firms	April 1-April 11, 2025
Contract Negotiation Period	April 14- April 18,2025
Anticipated Award of Contract	April 23, 2025
Notice to Proceed	May 1, 2025
Go Live Date to Open Santee Lakeside Café	June 1, 2025

REQUEST FOR INFORMATION

All questions concerning this RFQ must be submitted electronically and received no later than March 21, 2025, by 3 PM, PST. Questions submitted electronically will be followed by an email receipt confirming the question has been received. All questions and responses will be sent out via email to interested parties on March 24, 2025.

Final RFQ submissions due on March 31, 2025, by 3 PM PST.

Santee Lakes Recreation Preserve Attn: Cory Kading
9310 Fanita Parkway
Santee, CA 92071
Email: ckading@padre.org

Information relative to this RFQ obtained from other sources may not be accurate and will not be considered binding. Contact with the District personnel other than the staff person listed above regarding this RFQ may be grounds for elimination from the selection process. Non-compliance with the RFQ requirements and procedures may result in disqualification.

PRE-PROPOSAL MEETINGS AND PROPERTY TOURS

Pre-proposal meetings will be held online with one-on-one meetings from March 10 –March 21 upon request. Property and facility tours are available upon request and scheduled with Cory Kading at Santee Lakes Recreation Preserve (addressed as 9310 Fanita Parkway, Santee, CA 92071). Allow approximately one (1) hour to see the entire property and kitchen and dining facilities.

Padre Dam Municipal Water District / Santee Lakes complies with the Americans with Disabilities Act. If you require reasonable accommodations for the pre-proposal meeting, please contact (619) 258-4617 at least 48 hours prior to the meeting.

EQUAL OPPORTUNITY EMPLOYER

Santee Lakes Recreation Preserve is an equal opportunity employer. We partner with firms committed to equal opportunity and do not work with those that discriminate based on race, religion, color, ancestry, age, gender, sexual orientation, disability, medical condition, or place of birth.

Thank you for your interest!

Cory Kading
Director of Park & Recreation
Santee Lakes Recreation Preserve
9310 Fanita Parkway
Santee, CA 92071
Email: ckading@padre.org

ATTACHMENTS A-D

Padre Dam Municipal Water District / Santee Lakes Recreation Preserve

ATTACHMENT A

Insurance Requirements

(a) Licensee shall have insurance in the following amounts:

(i) General liability insurance with a minimum of \$2,000,000 per occurrence/\$4,000,000 aggregate for bodily injury, personal injury, and property damage; and

(ii) Automobile liability insurance with a minimum of \$1,000,000 per occurrence for bodily injury and property damage, including coverage for owned, non-owned and hired vehicles; and

(iii) Workers' compensation and employer's liability insurance as required by the California Labor Code, as amended. Amended and Restated Concession License Agreement Page 7 of 10 OB Doc ID:577503

(iv) Liquor liability insurance with limits of not less than \$1,000,000 per occurrence, \$2,000,000 aggregate for bodily injury and property damage arising from selling, serving or furnishing of any alcoholic beverage by Licensee or Licensee's employees, representatives, agents, or subcontractors in the performance of this Concession License Agreement.

(b) Each insurance policy required above shall be acceptable to the District's Safety & Risk Manager:

(i) The General Liability and Automobile liability insurance policies shall name the District specifically and separately as an additional insured under the policies by a valid endorsement.

(ii) All certificates of insurance shall contain a provision that written notice of any cancellation be given to Landlord and Tenant a minimum of 30 days before the effective date of cancellation.

(iii) Provide coverage by a Best's A-V rated carrier or better, authorized to do business in California.

(iv) Provide that the District may pay any self-insured retention or deductible should Licensee fail or refuse to do so.

(c) Failure to comply with insurance requirements under this Agreement shall be a material breach of this Agreement and allow for termination pursuant to Paragraph 12(b) of this License.

Indemnification. Licensee shall indemnify, defend and hold harmless the District, its officials, officers, employees, volunteers, and agents from any and all loss, damage, liability, cost or expenses, including attorneys' fees, expert fees and costs of suit, for any of the following: (1) Any personal injuries, property damage or death that Licensee may sustain while using District-controlled property or equipment, while participating in any activity sponsored by the District, or from any dangerous condition of property; or (2) Any injury or death which Licensee suffers or which is increased by any action taken to medically treat Licensee; (3) Any claim of liability to third parties arising out of Licensee's negligence or wrongful or acts or omissions, excepting only liability caused by the sole negligence or wrongful conduct of the District, or (4) Any failure to comply with all laws in connection with Licensee alterations. District shall indemnify, defend and hold harmless the Licensee, its officers, agents and employees from any and all loss, damage, liability, cost or expenses, including attorneys' fees, expert fees and costs of suit, specifically related to (1) the renting out of the Seating Area by the District; (2) special events permitted or allowed by the District; or (3) the negligent acts or omissions of the District.

ATTACHMENT C

Santee Lakes Kitchen Equipment List

Accurex	Custom	Exhaust Hood w/ Lights
Accurex	Custom	Constant Volume Fan Control Center
Accurex	Custom	Fire Suppression System
3M Purification	ICE140-S	Water Filtration System, for Ice Machines
Berner	CHD10-1036A	Air Curtain
Berner	9503SD020-P	Automatic Door Switch
CMA Dish machines	UC50E	Dishwasher, Undercounter
Continental Refrigerator	DL96G	Equipment Stand, Refrigerated Base
Continental Refrigerator	4" Casters, standard	Casters
Dormont	1675KIT48	Safety System Moveable Gas Connector
Ice-O-Matic	CIM0836HA	Ice Cuber
Ice-O-Matic	KCUBEDISPB	Installation Kit
Ice-O-Matic	IFQ1	Water Filtration System, for Ice Machines
John Boos	BHS1236	Shelving, Wall Mounted
John Boos	43PB18-2D18	Three (3) Compartment Sink
John Boos	BHS1860-16/304	Wall Shelf
John Boos	ST6R5-3072SSK	Work Table
John Boos	CUT1818126	Weld-In Undermount Sink
John Boos	BHS1236-X	Shelving, Wall Mounted
John Boos	ST6R5-3048SSK	Work Table
John Boos	ST6R5-2460SSK	Work Table
John Boos	Z-SANTEELAKES-30	Shelf, Pass-Thru
John Boos	BHS1296	Wall Shelf
John Boos	BHS1296	Wall Shelf
Kolpak	Custom	Walk-In Cooler
Kolpak	KASLA25-48-1EC-PR-8	Walk-In Cooler Evaporator Coil
Kolpak	KPC48MOP-2E	Walk-In Cooler Condensing Unit
Kolpak	Custom	Walk-In Freezer
Kolpak	KASLE25-46-2EC-PR-4	Walk-In Freezer Evaporator Coil
Kolpak	KPC149LZOP-2E	Walk-In Freezer Condensing Unit
Krowne	HS-31 Hand Sink	Hand Sink

Krowne	HS-1220	Hand Sink
Moffat	E23M3	Convection Oven
Moffat	SK23	Equipment Stand
Perfect Fry	PFC570-208	Ventless Fryer
Perlick	DDC92	Draft Beer Cooler
Perlick	69526-2DA-R	Draft Arm Style Beer Dispensing Kit
Perlick	36000G "D"	System Keg Coupler
Perlick	65494 CO2 Regulator Kit	CO2 Regulator Kit
Perlick	308-38	Faucet Knob, black plastic
SDRS	CUST S/S	Corner Guards
SDRS	CUST S/S	Hood Trim
SDRS	CUST S/S	Wall Flashing
Southbend	HDO-24	Hotplate, Countertop, Gas
Southbend	HDG-36	Gas Countertop Griddle
Southbend	HDC-36	Char broiler, Gas, Countertop
T&S Brass	B-0653	Mop Holder
T&S Brass	B-0133-A12-B08	Pre-Rinse Faucet Assembly w/add-on Faucet
T&S Brass	B-0230-K	Installation Kit
T&S Brass	B-3940	Drain, Lever / Twist Waste
T&S Brass	B-0221-CC	Deck Mount Faucet
T&S Brass	B-0425	Supply Nipple Kit
T&S Brass	B-0227	Deck Mount Faucet
T&S Brass	B-0425	Supply Nipple Kit
Winco	VEX-1860	Wire Shelving
Winco	VEX-1848	Wire Shelving
Winco	VEX-2460	Wire Shelving
Winco	VEX-2448	Wire Shelving
Winco	VEX-86P	Shelf Post
Winco	VEX-1836	Wire Shelving
Winco	VEX-1842	Wire Shelving
Winco	VEX-1860	Wire Shelving
Winco	VEX-72P	Shelf Post
Winco	VC-1848	Wire Shelving
Winco	VC-1836	Wire Shelving
Winco	VC-86P	Shelf Post
TRUE	GDM-23-HC~TSL01	Refrigerated Merchandiser
TRUE	Castors, 2-1/2", set of 4	Casters

ATTACHMENT D



Santee Lakes Recreation Preserve
RFQ Food and Beverage Program