RFT Part B – Specification

WESTERN HEIGHTS COLLEGE

Request for Tender
for
Operation of Cafe and Canteen
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1 INTRODUCTION
Western Heights College will be fully located on the Vines Road site to begin 2015 with the completion of stage 2 of our building project. This will mean that all students in Years 7 – 12 will be located on one site, approximately 750 students.

Co-located on the Vines Road Site is the Vines Road Community Centre and the Vines Road Senior Citizens. Community members also access the Vines Road Library, which is a shared resource between Western Heights College and the City of Greater Geelong.

Western Heights College is seeking requests for tender for the lease of the café and canteen on the Western Heights College site in Vines Road. The café and canteen are located in the Vines Road Community Centre building situated on Vines Road.

2. SCOPE
Western Heights College is seeking to tender the lease of the café and canteen, guided by healthy food choices, to

- Provide canteen services to Western Heights College students during school days, for recess and lunch, with healthy food options. The canteen services are required from 8.30am to 1.30pm every day that students are at school.
- Through the café area, service community members who access the site during school hours and also during extended weekday and weekend hours.

Opening Hours
The opening hours for the café will be from 8.30am to 2.00pm on school days at a minimum. Additional afternoon and evening hours on weekdays and also on weekends will be at the discretion of the successful operator. The operator’s submission must include how they intend to operate the café business and their proposed opening hours.

Equipment
The following equipment and services are provided by Western Heights College for use by the tenant –

- Hot and cold water supply, sink and hand washing facilities
- Benches and counter tops, power points, lights and fittings
- Commercial gas stove and exhaust extraction unit
- Fridges – including display fridge and 2 door fridge
- Freezer – 1 door upright
- Domestic dishwasher
- Bain Marie, food warmers, microwaves
- Basic kitchen items - saucepans, toasters, crockery, utensils
- Inside and outside café furniture
- Security coverage – security call outs necessary due to fault from the tenant will be paid by the tenant

A coffee making machine will not be supplied being an item that the successful tenderer will need to provide.

The successful tenderer will need to communicate with the college regarding any signage they are considering.
Information relating to repairs and maintenance of the area and the fittings and equipment is included in the proposed contract. Insurance requirements are also covered in the proposed contract.

3. STATEMENT OF REQUIREMENTS

Outputs to be delivered

- Provide canteen services to Western Heights College students during school days, for recess and lunch, with healthy food options. The canteen services are required from 8.30am to 1.30pm every day that students are at school. The college is guided by DEECD policies and requirements accessible at http://www.education.vic.gov.au/school/principals/management/Pages/canteendown.aspx including the Healthy Canteen Kit, accessible from http://www.education.vic.gov.au/Documents/school/principals/management/gfylpolicy.pdf

  This will include arranging lunch ordering processes and serving students during breaks (before school, at recess and lunchtime.) The successful tenderer will be required to work with the college to manage the operation of the canteen, being responsive to meet the needs of the college.

- Through the café area, service community members who access the site. Community members visit the Vines Road Library during the day and for extended opening hours on Wednesday from 4.00pm to 8.00pm and on Saturday mornings from 9.00am to 12 noon. Services of the Vines Road Community Centre are varied with opening hours to accommodate users. The food offered through this café to community members is also guided by healthy choices philosophy, including morning and afternoon tea and lunch/light tea options.

Contract management requirements

The term of the lease shall be for a period of three years with the option to extend by a further two years at the discretion of College Council. The per annum fee has been set at $11 000 (incl. GST) with rent paid monthly. The cost for the provision of utilities (water, electricity and gas) supplied to the Café and Canteen area and costs associated with a phone service shall remain the responsibility of the operator nominated under the lease agreement.

Handover process

The lease will be handed to the successful tenderer at the completion of the process, ready to commence business at the beginning of 2015.

Transition process to a replacement service provider

Upon termination or expiration of the contract the tenderer is required to leave the premises in a clean and tidy state, with all equipment in working order and the facility returned to pre-lease condition. All monthly lease payments must be finalised. Final details of the hand-over process will be settled during the contract negotiation stage of the tender.
4. QUALITY REQUIREMENTS

Food served from the canteen to students must conform with DEECD Healthy options guidelines, guided by Occupational Health and Safety Practices. Menus and pricing will require prior approval by College Council and permission will need to be gained from College Council to adjust pricing for canteen items in a timely manner to enable the college to communicate with families within the college.

The college has a Positive Behaviours Approach based on the SOAR (Safety, Organisation, Achievement, Respect) behaviours matrix, developed by students for students. Respectful relationships between all people, based on the notion of both giving and receiving respect, is characteristic of the culture of the college, and a requirement for the operation of the café and canteen. All signage is expressed in positive language, as are reminders to students regarding expectations.

Food served to community members from the café will be a selection of fresh and healthy options whenever possible. Value for money is expected across all products and sample menus and process should form a key part of any submission. Western Heights College is committed to staff providing a high level of customer service and requires that the operator and staff share this commitment.

A College Council nominated representative and the operator (or a representative) will consult on a regular basis during the term of the lease, and at least quarterly, in respect of the provision of the café and canteen services.

5. IMPLEMENTATION TIMETABLE

After the tendering process is complete, the lease will commence on the first day of January, 2015 (this date is negotiable). Access to the café may be sought prior to this date (during the school holiday break) to ensure that full services to students and the community will commence on 27th January, 2015.

6. INFORMATION TO BE COMPLETED AS PART OF YOUR PROPOSAL

The following information should be provided with your proposal as a minimum –

- Full details of potential operator(s) including
  - Name(s)
  - Addresses(es)
  - Contact details (phone, email)
  - ABN of the potential operator
  - Current place of business, if applicable
  - Previous place of business, if applicable
  - Names and addresses of any other persons having a financial interest in the business and the nature of such interest
- Information that clearly demonstrates an ability to operate a café and canteen service at the site
- Full details of any relevant business/management experience
- A copy of your proposed menu and price list
- Information regarding your proposed opening hours
- Copies of all food handling licences and other relevant information
6. INFORMATION TO BE COMPLETED AS PART OF YOUR PROPOSAL (Cont.)

The following information should be provided with your proposal as a minimum (Cont.)

- The contact details of 2 referees
- A Current Working with Children Check
- Any additional information you may wish Western Heights College Council to consider as part of your proposal
- Submissions can be lodged
  - by delivering to the tender box at the General Office:
    Western Heights College - Quamby Campus
    Quamby Avenue
    HAMLYN HEIGHTS VIC 3215
  - marked:
    Tender for Café and Canteen and Attention: Marlene Barker
- It is the responsibility of the applicant to ensure that the tender is received by
  2.00pm on Thursday 20th November, 2014
- Telephone enquiries should be directed in the first instance to Marlene Barker, Western Heights College Business Manager on 5277 1177.

7. EVALUATION CRITERIA

All tenders that are received by the due date will be assessed on the following basis:

- Relevant Experience - applicants must demonstrate experience in undertaking projects of the same or a similar nature indicating the size, scope, complexity and involvement of their organisation in these projects

- Exceptional interpersonal skills, particularly when relating to young people, including evidence of a current Working with Children Check

- Relevant Technical and Organisational Capacity – applicants must demonstrate that they have the capacity to undertake a project of this nature by indicating relevant personnel, systems and other resources which will be applicable to operating this business

- Commitment to adhering to policies and practices which guide healthy food options and safe and respectful work practices, including Occupational Health and Safety