**CANTEEN TENDER Statement of Requirements**

The Contractor will be required to submit the following:

**TENDERER’S PROFILE**

Tenderers should provide in relation to their company profile their:

* Financial capability
* Management capability
* Summary of experience
* Australian Company Number and full name
* Any business or trading names
* Registered office and principal place of business
* Date and place of incorporation
* Related companies within the definition of subsidiaries provided by the Corporations Law.
* Names of Directors
* Copies of audited trading or profit and loss accounts and balance sheets for the preceding two (2) years.
* Annual Reports
* A list of current Food and Beverage contracts and length of time held.

**PROVISION OF FOOD AND BEVERAGES**

Tenderers must demonstrate a commitment to providing innovation in food and beverage product development, combined with an ability to supply products that are tailored to suit the needs of target customers.

**SERVICE DELIVERY**

The Contractor must develop, implement and maintain a Food and Beverage service with the flexibility to meet the varying needs of the Client and its customers.

**CUSTOMER SERVICE**

The contractor will be in a position to demonstrate a commitment to continuous service improvement, evidenced through a combination of total human resource management, external customer satisfaction measurement processes and internal evaluation of service standards.

Central to the success of the Client is the ability to deliver a total customer service product to the customers. The contractor will be required to participate in the co-ordination, staff training and delivery of this total customer service concept.

**PRODUCT DEVELOPMENT**

The Contractor must provide innovation in food and beverage product development, combined with an ability to supply products that are tailored to suit the needs of a broad range of customers.

**METHOD OF OPERATION**

So that the Client can clearly understand the operating parameters of each Tenderer, it is requested that the Tenderer provide details of the standard operating procedures for the services proposed.

**SAMPLE MENUS**

Tenderers are required to provide a range of sample menus and beverage selections, for each of the customer groups identified in the course of the Request for Tender document. Indicative pricing should be included for each menu item or beverage product.

**STAFFING**

The contractor must engage, train, supervise and remunerate sufficient staff to ensure smooth operation of the Food and Beverage service.

All staff must be suitably qualified or experience to operate kitchen and equipment. All staff should also have a clear understanding of the requirements of the client. New staff should undertake a familiarisation of the Client’s facilities and services, prior to commencing.

The contractor will provide training sessions on the use of kitchen equipment and Hygiene standards and policies.

**CONTRACTED PRICE**

The response must clearly indicate the contracted price to provide a Food and Beverage service that will meet with the requirements of the Client.

**BUDGET**

A detailed annual budget showing revenue, labour costs and major expense lines relating to the provision of Food and Beverage services. This budget is by no means binding, however it will provide the Client with an understanding of the anticipated cost levels and revenue opportunities.

**KEY PERFORMANCE INDICATORS**

Central to the contract is the performance of the contractor. The tenderers are required to describe, in their submission, Key Performance Indicators that will demonstrate optimal performance in the following areas:

* Product quality
* Value for money
* Variety of Menus
* Staff
* Premises (Cleanliness)

**CLEANING**

Responsibility for cleaning will include, but not limited to:

* Equipment cleaning schedules
* Back-of-house cleaning schedules
* Minimum standards and procedural documentation for equipment and back-of- house facilities cleaning.

Tenderers must outline their commitment to recycling and waste reduction.

**PERFORMANCE REPORTING**

The contractor will be required to provide the Client with effective, timely and comprehensive reports, including information on revenue generated, selling patterns and customer service requirements.

**AUDITING**

The client shall have unhindered access to all records including but not limited to stocktaking pertaining to the contract for the purpose of auditing during normal business hours.

The Contractor will be required to maintain confidentiality with regard to all reporting.

**EQUIPMENT**

The contractor will be responsible for repairs to and replacement of all equipment belonging to the contractor and should advise the client of any repairs or maintenance required on equipment provided by the Client.

**COMPLIANCE**

The Contractor must comply with legislated food and beverage regulations and policy at the site in line with government regulations, including:

* Fulfilling all statutory regulations and government requirements
* Compliance with local and national hygiene legislation
* Compliance with the national food safety program (HACCP)
* Hygiene training programs
* Policy to ensure all food handlers hold a food handler’s certificate
* Occupational Health & Safety Act.

**QUALITY ASSURANCE PROGRAM**

The contractor will be required to implement a quality assurance program, which includes but shall not be limited to the following aspects:

* Purchasing
* Food Production
* Hygiene
* Service Standards
* Staff Training
* Cleaning Standards

A quarterly performance reports is to be prepared, to a format agreed by the Client.

**TRAINING**

Tenderers should provide details of proposed training/induction programs for the staff allocated to the Site.

**INSURANCE**

The Contractor shall maintain:

* Public liability insurance.
* Workers compensation insurance.

**RISK MANAGEMENT**

Tenderers should demonstrate procedures and practices that they employ to reduce the risk of loss. This should include, but not limited to:

* Safety
* Loss Prevention
* Risk Prevention
* Review Process

**INSURANCE POLICIES**

Tenderers are to provide details of insurance cover held and/or proposed in respect of the Contract.

The Contractor will need to demonstrate that they hold all necessary policies to insure the risks associated with the provision of services to the Operator.