



# **2021 Football Queensland Canteen Tender**

**Fraser Coast Sports Precinct, Hervey Bay**

## **SCOPE**

Football Queensland Wide Bay (FQWB) is seeking to tender the lease of the Canteen facility, guided by healthy food choices and appealing food options.

## **CANTEEN**

- a) Provide canteen services to FQWB visitors during operation days. We would expect trading to be on all weekend game days
- b) Cater for all FQWB staff, special guests, visitors, special functions and events from time to time
- c) Ideally operate with a cashless POS System like 'Square'
- d) Provide appropriately healthy breakfast, morning tea, lunch, afternoon tea, dinner and supper

## **OPENING HOURS**

The traditional opening hours for the canteen will be from 8.30am to 3.30pm on operating days at a minimum, possibly at night time as well. The operator's submission must include how they intend to operate the canteen and their proposed opening hours.

## **EQUIPMENT**

The equipment and services are provided by Football Queensland Wide Bay for use by the tenant which includes but is not limited to:

Canteen at Fraser Sports Complex including:

- Deep fryer
- Hot plate
- Hot water boiler
- Industrial bench tops
- Fridges & freezers
- Bain-marie's

The successful tenderer will need to communicate with the organisation regarding any signage or branding 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.

## **STATEMENT OF REQUIREMENTS**

### **OUTPUTS TO BE DELIVERED**

Provide canteen services to Football Queensland Wide Bay visitors and staff with healthy and appropriate food options.

Provide when required appropriately healthy breakfast, morning tea, lunch, afternoon tea, dinner and supper for the community 7 days per week when required.

A current and valid Blue Card.

The successful tenderer will be required to work with the organisation to manage the operation of the canteen, being responsive to meet the needs of the organisation and to actively promote a positive branding image for products and services.

It is important that the canteen adopts an environmentally friendly approach to provide sustainable options within their operations. This includes (but is not limited to) the packaging options for food and drink items.

As the successful operator, a positive, collaborative relationship is important. We look forward to a path that builds strong, mutually respectful, trusting relationships and open communications across all aspects of our wonderful football community.

## **CONTRACT MANGEMENT REQUIREMENTS**

The initial term of the lease shall be for a period of six months with a review six months from the start of the contract, with the option to extend the lease by a further two years at the discretion of the General Manager. The organisation is open for offers of a per annum fee with rent paid monthly. The cost for the provision of utilities (water, electricity and gas) supplied to the Canteen area and costs associated with a phone service shall remain the responsibility of the tenderer.

## **HANDOVER PROCESS**

The lease will commence at the conclusion of this process.

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.

## **QUALITY REQUIREMENTS**

Food served from the canteen to the visitors must conform with Food Safety and Workplace, Health and Safety practices.

Menus and pricing will require prior approval by the General Manager of Football Queensland Wide Bay and permission will need to be gained to adjust pricing for canteen items in a timely manner to enable the organisation to communicate with families within the community.

Value for money is expected across all products and sample menus and processes should form a key part of the submission. Football Queensland is committed to providing a high level of customer service and requires that the operator and staff share this commitment.

The General Manager and the operator (or representative) will consult on a regular basis during the term of the lease, and at least quarterly, in respect of the provision of canteen services.

## **IMPLEMENTATION TIMETABLE**

After the tendering process is complete, the lease will commence on **28<sup>th</sup> March 2021**.

## **PROBATION PERIOD**

The initial term of the lease shall be for a period of six months with a review six months from the start of the contract, with the option to extend the lease by a further two years at the discretion of the General Manager.

## **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) must include:

- Name(s)
- Addresses(es)
- Contact details (phone, email)
- ABN of the potential operator
- A copy of previous financial year audited statements
- 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 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
- Per annum fee (open for offers)
- An outline of your environmental friendly options for the canteen
- Copies of all food handling licenses and other relevant information
- Vision Statement (in 300 words or less) outlining the aims and goals of the service provider, staff and the wider football community

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

- The contact details of 2 referees
- A current Blue Card
- Any additional information you may wish Football Queensland to consider as part of your proposal

## **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 and volunteers including evidence of a current Working with Children Check for all staff and contractors
- 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 Work, Health and Safety
- Responses to Evaluation Criteria as listed in RFT above
- Draft of implementation plan, menu options and pricing

All tender submissions need to be marked:

### **Tender for Canteen Attention:**

Mr Andy Allan  
General Manager – Central Coast Region  
Email: [andy@footballqueensland.com.au](mailto:andy@footballqueensland.com.au)

It is the responsibility of the applicant to ensure that the tender is received by:

12.00pm (noon) on Wednesday, 28 April 2021

It is anticipated that short-listed tenders will be invited for interviews soon after and an operator or two might be chosen for a trial period of one (1) weekend.