



Southern Tasmanian Badminton Association (STBA)

Expression of Interest (EOI) for Canteen Services

The STBA is calling for EOI to operate the canteen located at the STBA Centre, 101 cascade Road, South Hobart. The canteen will be operated by a service provider, independent of the STBA. The service provider will have their own insurances and licenses including public liability, food handling, responsible service of alcohol, alcohol permit and any other items required under council, state or federal legislation.

Further details of the services required are detailed below.

EOI Closing date: 5pm Wednesday, 25th September 2019.

Background

The STBA Badminton Centre houses a self-contained canteen. Historically, the canteen has serviced our members in various ways, catering for night rosters, schools' events, tournaments and social events.

In the past few months, the STBA has undertaken a review of the canteen, based on operating the canteen ourselves to better understand both the business and usage by members, and with a long-term view of updating and improving the food and service offerings available to the badminton community. Currently, the STBA Centre is home to ~900 registered members and a number of casual unregistered members.

Scope

Length of Service

To provide a canteen service to the STBA community for a 12-month contract with an option to extend for two further 12-month periods by mutual agreement.

Minimum required operating hours

The canteen is required to operate to provide the following services – this minimum requirement must be understood and included in the EOI:

1. Open and operating to support current night rosters, Mondays to Thursdays from 7 pm to 9.00 pm.
2. Open and operating to support schools' rosters, typically running for ~6 months of the year, Wednesdays, Thursdays and Fridays from 4 pm to 6 pm.
3. Open and operating to support tournaments based on the yearly schedule of events for Hobart.

The service provider will be allowed access to the space between 7.00 am and 11.00 pm to provide opportunity to set up and pack up the canteen and provide the canteen service.

The STBA centre typically closes for 4 to 6 weeks from mid-December to 20 January (approximately). Dates are to be advised on a year-to-year basis.



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Minimum food and drink supplies

The service provider will be required to provide food and drink as a part of the canteen service. Food and drink options must include as a minimum:

- a. Warm drinks: Coffee/Hot Chocolate/Tea
- b. Toasted sandwiches including cheese and ham options.
- c. A selection of fruit options.
- d. A variety of snack foods including chips, chocolate bars and lollies.
- e. A variety of drinks including soft drinks, sports drinks and water.

Any food and drink sold must be within the use by or best before dates, fit for consumption and per food handling requirements. In addition, the service provider should consider and ensure options are available for dietary needs and can provide advice on ingredients relating to potential allergens if asked.

STBA Committee statement

The STBA committee requests the service provider to provide an affordable and healthy canteen service to the badminton community.

The STBA committee believe that all employees that work in the canteen service should be facilitators of positive development who provide a safe, engaging environment and nurture healthy interactions.

Required Regulatory Compliance

It is the responsibility of the service provider to comply with the *National Law and National Regulations* at all times. Any updates or changes to the facilities to meet these requirements will be at the cost/ responsibility of the service provider.

Capability of the service provider:

A person's capability to operate as a canteen service provider is of critical importance. Updates in the national law as of 2017 have been identified to address this by specifying:

- Either the approved provider, a nominated supervisor, or a person in day to day charge must be present when a service is operating
- Services will be able to have more than one nominated supervisor
- The approved provider will be responsible for ensuring the person they appoint as a nominated supervisor must be fit and proper and have suitable skills to supervise the service
- A nominated supervisor will need to consent in writing to appointment to the role
- Any staff will have been provided appropriate training or skills as typically expected in a food handling business of this nature, including responsibilities around working with children, food handling, incident and complaint reporting and resolution.

Other

The provider must offer:

1. Credit card/electronic payment options.
2. Some healthy food, and dietary alternatives.

Cleaning

The service provider will be responsible for cleaning all aspects of the kitchen and canteen



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area, storerooms and appliances.

Maintenance / Repairs:

Any maintenance or repairs required, beyond reasonable wear and tear, must be provided by the service provider. If these are not rectified in a timely way, the STBA Committee may do so, and any costs will be invoiced direct to the service provider.

Transition / Implementation Plan:

The successful service provider is required to provide a transition plan, which includes but is not limited to an outline of the hand over process, purchase or removal of the outgoing equipment and cleaning/maintenance requirements.

Referees:

The service providers are required to nominate three (3) customers to whom they currently provide similar services (or referees if not currently in a food-based business). The STBA reserves the right to also contact known customers of the service provider to seek customer feedback. Feedback will be sought in respect of, but not limited to, the service provider's performance, charges, responsiveness and complaint resolution.

Future opportunities for expansion and growth

The STBA envisions there will be opportunities to expand the canteen beyond the minimum required services to potentially include the following:

1. **Expanded canteen trading hours:**
 - a. Night roster evening sessions could open earlier to provide hot food/meal options to customers with 'dinner' options.
 - b. Opening during public sessions e.g. Fridays from 7.30 pm to 9.30 pm, Saturdays from 5 pm to 9 pm, Sundays from 3 pm to 7 pm.
 - c. Opening during additional ad hoc session times that are well attended (e.g. super smash and badminton family rosters, which typically run from 1 pm to 4 pm Saturdays).
2. **Improved food options, including healthy and hot options that cater for a range of dietary requirements.**
3. **Service and provision of alcohol for agreed sessions** (e.g. night roster sessions and other agreed public sessions). The STBA reserves the right to operate their own bar for events at their discretion and with notice to the canteen, or to negotiate an appropriate once off 'profit sharing' agreement with the service provider if that service is requested of the service provider.
4. **Potential to open to the public as a café**. This would require further negotiation on use of common areas, operating hours, insurance, rent etc. and should be flagged in the response if there is interest to explore this option by the service provider.
5. **Looking to expand further?** There may also be other potential opportunities identified by the service provider during the course of operations and they would be encouraged to discuss and negotiate these with the STBA Committee.



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Important Dates

- EOI Closing date: Wednesday, 25th September 2019
- Site visit date(s): By arrangement with the STBA Committee, a site visit (up until the close date of the EOI) can be arranged for potential applicants.
- Shortlisted service providers may be invited to present their proposal to a working party of the STBA Committee.
- The preferred service provider will be informed of the decision and beginning of contract negotiations will commence 14th October 2019.
- Commencement of canteen service to the STBA: as soon as practicable following completion of the contract.

Reporting and meeting requirements

The service provider's representative is required to meet, where requested, with a nominated representative, STBA Committee or subcommittee once per quarter to review aspects of the canteen service as follows:

Quarterly on the following items:

- Any breaches or non-compliance with Health and Food Safety, or any other regulatory or legal requirements
- Menu changes – items and costs
- Staffing
- Policy changes
- Incidents
- All complaints received, and action taken to resolve complaints and timeframe for resolution

Within 30 days of commencing, and then on an annual basis a copy of the following:

- Current Suitability Notices for all specified employees
- Copies of any new or renewed Insurances
- Copies of any relevant food handling or alcohol permits/licenses.
- Copies of profit and loss, balance sheets and other publicly available documents on a yearly basis after commencing.

On an ad hoc basis, the service provider will be required to have responded within ten (10) business days to:

- All complaints received and any action taken to resolve these complaints and the timeframes for resolution.
- Any feedback.

Report the following within two business days:

- Incidents, injuries or issues that have impacted on the health, safety or wellbeing of any patron.
- Occupational health and safety matters.
- Any Formal Compliance Directive issued to the Licensee by the Regulatory Authority in connection with the canteen service.
- Where the service provider has been charged with a criminal or regulatory matter, found guilty by court, cautioned, or otherwise pursued by either the Police, Local Authority or other regulatory body or subject to enforcement activity.



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A report prior to the commencement of any new specified personnel detailing name, contact details and a copy of the Working with Children Check.

Upon occurrence, immediately report:

- Damage to or an accident in the licensed area.
- Any notice or report received in relation to the licensed area and provide a copy of the report.

1. Key Performance Indicators (KPIs)

KPI	Performance Target
User Satisfaction	80% of patrons to respond either at or above expected satisfaction levels based on a satisfaction survey, if requested by STBA Committee.
Customer Service	80% of patrons to respond either at or above expected satisfaction levels. This would be based on a survey devised in consultation with the STBA Committee.
Reporting	100% of reports to STBA Committee are delivered within the nominated timeframes.

Submissions must address the service provider's provision of quality management systems and key KPIs used to track the performance of the contract.

2. License Fees & Amounts Payable

Service providers are to submit their offer of rent, on a weekly basis.

The STBA will provide light, power, internet access (ie. POS/credit card facilities) but reserve the right to renegotiate these aspects if the operating hours, internet or power usage for the canteen change notably (as determined by the STBA) from the current usage.

3. Insurance

The service provider is required to hold the minimum insurances including:

a) Public Liability Insurance

\$10 million per event.

b) Industrial Special Risks Insurance (or equivalent insurance)

Insurance cover for the reinstatement or replacement value of the Licenced Area against the destruction of or damage to the Licenced Area and any apparatus or equipment belonging to or used by the service provider which is housed, stored, kept or used in or at the Licenced Area.

c) WorkCover Insurance



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Insurance in accordance with the requirements of the *Accident Compensation Act 1985* (Vic) and the *Accident Compensation (Work Cover Insurance) Act 1993* (Vic) which provide the Associates of the service provider (including equivalent cover for volunteers) with cover against personal injury or sickness arising from provided goods or services or working in or on the Licenced Area.

4. Selection Criteria

The selection criteria for rating responses received from service providers are as follows:

1. Quality:

- Demonstrated experience as an approved provider of canteen service(s), or similar food service.
- Demonstrated ability to plan, deliver and monitor a canteen service which reflects the values of a sports centre.
- Commitment to the appointment and retention of suitably qualified staff and their ongoing professional development.
- Demonstrated knowledge and understanding of the process to develop a Quality Improvement Plan and ensure continuous improvement.

2. Value for money:

- A proposed itemised cost structure that offers value for money for patrons and offering healthy and nutritious food options around more traditional canteen fare.
- A transparent process for increasing the costs of any product sold.

3. Financial viability:

- The provider must be financially viable and have the capacity to apply sufficient financial and other resources to a new service.

4. Policies and processes:

- Demonstrated experience in engaging with patrons and the STBA Committee in the policies and provision of a canteen service.
- Demonstrated commitment to enacting policies and processes that reflect the needs and values of a sporting community.
- Demonstrated understanding of compliance and regulatory requirements in operating a canteen service and commitment to Child Safe Standards.

5. Information sharing:

- Commitment to information sharing.

The above selection criteria are not presented in any particular order or ranking. It is understood some applicants may not have all criteria but are encouraged to apply and respond where possible.

5. Contract Documentation

The successful service provider will be invited to enter into a contract negotiation with the STBA Committee under the terms and conditions outlined herein, and any further necessary clauses required between the two.

Special conditions may be included subject to the agreement of the STBA Committee.