

Boarding, Canteen Services and
Function Catering

Invitation to Tender



Whitsunday
Anglican School

1.0 Invitation to Tender

| | |
|---------------------|--|
| Tender Name | Boarding, Canteen and Function Services 2024-2026 |
| Contact Number | 07 49692016 |
| Principal | Mr Andrew Wheaton |
| Principal's Nominee | Dr Steven Austen |
| Lodgement of Tender | By Email to: businessmanager@was.qld.edu.au |
| Postal: | Dr Steven Austen Business Manager Whitsunday Anglican School 2-16 Celeber Drive Andergrove Mackay, Qld, 4740 |
| Closing Date | 31 March 2023 |

This document contains the necessary information for companies invited to tender for the following services:

- a) Boarding Catering
- b) Functions and Camp Catering
- c) Canteen Catering.

2.0 Summary and Background

Whitsunday Anglican School (the School) is an independent, co-educational day and boarding school with approximately 920 students from Kindergarten to Year 12, situated in the beautiful tropical surrounds of Mackay and the Whitsunday. The School offers a first-class education with a focus on developing the intellectual, creative, physical, and emotional wellbeing of its students. The School has a proven history of outstanding student outcomes and staff development.

Whitsunday Anglican School is in a period of exciting growth, expanding its capacity and infrastructure. In 2023 the School will complete a new, world-class STEAM Centre aimed at building skills in Science, Technology, Engineering, the Arts and Mathematics. The School has added class streams in year levels across the School, including a Kindergarten expansion.

Boarding remains an important component of school life. Whitsunday Anglican School is the only school offering boarding in the Mackay, Whitsunday, and Isaac communities, providing a valuable service to families seeking a local boarding alternative. The School provides a chartered bus home for weekends to surrounding areas (including Moranbah, Clermont, Nebo and Eton) with many Boarders residing on a 5-day basis. Currently, the Boarding House supports approximately 70 students from Years 7 – 12.

The School operates within an exciting and dynamic environment, with many daily, weekly and special events and activities that require a superior and professional standard of catering.

3.0 Service Purpose and Description

3.1 Boarding Catering

It is important that food offered in the dining hall to boarders comply with the *Australian Dietary Guidelines for Children and Adolescents*.

We emphasise a specific focus on providing: wholefoods, homemade meals, high quality proteins and abundant plant-based options. We do not promote the daily service of extra or discretionary foods that may include: commercially fried foods, processed meats (such as bacon, ham, sausages and salami), soft drink, pastries, pies and ice cream, to name a few.

The School supports the use of local suppliers and may from time to time nominate a local supplier.

Meals are prepared in the commercial kitchen connected to the dining hall on site.

The School also strives toward sustainable approaches to waste reduction and environmental packaging of products.

Specifications for the Boarding Catering service are included in Appendix 1.

3.2 Functions and External Camp Catering

The School undertakes a considerable number of functions throughout the year, ranging from small morning/afternoon tea/meeting events to formal functions. Numbers may range from a few guests to very large gatherings. It is expected that the contractor will deliver a high-quality experience to guests at each and every function, both in terms of service and food quality, commensurate with the School's history and reputation. The contractor will need to supply a vehicle suitable for the transportation of food where required.

The contractor is expected to hold any alcohol licensing required and manage the Responsible Service of Alcohol requirements.

Non Exclusive Catering

The rights granted to the successful contractor for special events catering will not be exclusive. While this agreement is in force, the School will approach the contractor to submit a quote for special events and, while in some cases it would be desirable to utilise the contractor to provide in house catering, the School reserves the right to seek alternative catering service providers should circumstances warrant.

Specifications for the Functions and Camps Catering service are included in Appendix 2.

3.3 Canteen Services

The same mission of providing highly nutritious wholefood meals applies to our canteens in line with the *Australian Dietary Guidelines for Children and Adolescents* and the *Healthy School Canteens Strategy for NSW*.

It is important that we reduce the availability of extra or discretionary foods in our canteen and not promote these to students. Clear labelling with nutritional information is valued in this space to enable students and/or parents to make smart choices around allergy, nutritional and cultural dietary needs. The School also strives toward sustainable approaches to waste reduction and environmental packaging of canteen products.

The contractor will manage the canteen on behalf of the School. Existing School staff will be transferred to the employment of the Caterer.

Specification for Canteen Services are included in Appendix 3.

4.0 Delivery Timeline

Should a new contractor be appointed, all services – Boarding Catering, Functions and Canteen Catering must be transitioned ready to commence operations from 1 January 2024. If applicable, the School will discuss with the contractor arrangements for transition and all efforts will be made to provide adequate time for the changeover. It is expected that four to six weeks will be required and every assistance will be provided to the contractor by the School as necessary.

5.0 Proposal Timelines

| | |
|---------------|---|
| 6 March 2023 | Tenders Issued |
| 16 March 2023 | Briefing to Tenderers and Site Inspection at 3pm. |
| 27 March 2023 | 2nd site visit available if required |
| 31 March 2023 | Closing date for submission @ 2pm Queensland time |
| April 2023 | Tender review |
| May 2023 | Contract negotiations with successful tenderer. |

6.0 Conditions of Tendering

6.1 Tender Documents

All tenders and accompanying documents become the property of the School and will be held in confidence so far as the law permits.

6.2 Lodgement

Lodgement address details are in clause 1.0.

Proposals must be submitted in electronic form by email.

The tenderer shall, in conjunction with the electronic submission, also provide a printed copy of their proposal.

Late submissions will not be considered.

6.3 Tender Price

The tender price is to include all duties and relevant taxes.

6.4 Acceptance of Tenders

The School reserves the right not to accept the lowest cost tender and to reject any tender.

6.5 The Site

As detailed in the campus maps and canteen floor plans appended hereto in Appendix 4.

6.6 Tender Conditions

The submission of a tender shall constitute evidence and an acknowledgment that the Tenderer:

- Has examined the tender documents and any addenda, the site and its surroundings and everything which would be obtainable by the Tenderer by the making of reasonable enquires and is conversant with all relevant Acts, Standards, Codes of Practice and Regulations whether referred to throughout this document or not and will satisfy the relevant requirements contained within;
- Has examined all information relevant to the risks, contingencies and other

circumstances affecting the tender;

- Has examined and accepts the conditions of access and use of the Site for the purposes of this contract;
- Has verified the location of all buildings and areas as shown in the tender documents or visible on site;
- Accepts that the School or its nominated representative reserves the right to:
 - Request further information from any Tenderer;
 - Alter the final requirements of the scope of the works;
 - Accept and award a contract relating to tenders which do not comply with the specification of the works in every respect;
- Has notified the School of any discrepancy, error or omission found in the tender documents.

The School reserves the right to directly negotiate with one or more tenderers if no tender is satisfactory to the School.

The successful tender is subject to agreement of a contract in terms satisfactory to the parties.

7.0 Tender Specifications and Selection Criteria

7.1 Principal Benchmarks

- Planned strategy and process on how to achieve an award winning, nationally recognised boarding and/or canteen menu in the areas of health, nutrition and wellbeing.
- Demonstrate the ability to consistently maintain high standards of product in an innovative culture that addresses the potential 'sense of sameness' that can operate in a residential boarding setting.
- Planned strategy and process on how to support food literacy and nutrition education for students through menu offerings.

7.2 Product Quality

- Product quality, whole food, and a focus on freshly prepared product.
- Food diversity – seasonal produce, menu variety, meal options and theme days.
- A healthy ratio of home-made to bought-in products - 80% fresh made on site, 20% premade as a guideline.
- Variety of menu items to meet all dietary requirements - religious, allergies, medical, personal choice.
- Plan to ensure availability of plentiful product throughout the service without wastage.
- Sample menu plans (one term minimum) with an emphasis on whole food ingredients.
- Preferred suppliers for each nominated service and details of local representation in the Gold Coast area. If local presence is not in place, outline how the tenderer proposes to use providers to support the local economy in the provision of the required services.

7.3 Staffing

- Details and method of dietitian input for nominated food-related services and how quality control and nutritional levels will be monitored and maintained.
- Proposed staffing structure for each nominated service, including anticipated rostering.
- Detailed position descriptions for each staff member proposed, including qualifications, responsibilities and KPI's. Information on recruitment and professional development processes and provision of historical staff turnover rates.
- Breakdown of labour costs including wage rates, salaries and on-costs.
- Details on Staff Training programs and site induction processes, including Blue Card accreditation and Police checks.
- Details on the hiring and management of casual and relief staff, including information on labour hire agencies.

7.4 Compliance Information

- Compliance management, including food safety, work, health and safety and all aspects relevant to an education setting.
- List of relevant industry accreditations and registrations.
- Satisfactory credit report and information to support the financial stability of the tenderer.
- Details of all insurances appropriate for the type and size of its operations.
- Demonstrated experience in the obtaining and upkeep of food and liquor licences.
- Clear understanding of Duty of Care requirements and Child Safety regulations.

7.5 Canteen Specific

- Point of Sale strategy.
- Efficiency model to ensure customers are served in a timely manner.
- Imaging and Merchandising – concepts, themes.
- Overall cost structure and analysis.
- Service tracking and measuring mechanism.

7.6 Company/Other Information

- Company name, address and contact details.
- Company structure, including information about major shareholders, directors, executives, and number of staff (full time equivalents – FTE's).
- Equipment and storage requirements, including any proposed refurbishments or expansions to existing equipment and storage.
- The nominated services the company proposes to offer, if not all services.
- Client relationship management process, including information about regular meetings with stakeholders, managers and selected members of the Executive.
- Nominated representative to whom questions about the proposal can be addressed.
- Most recent Audited Financial Statements or other evidence of financial capacity acceptable to the School.
- Completed Tender Form 1 and Tender Form 2 (see Appendix 5).

7.7 References

- At least three (3) referees must be nominated and be able to verify that the tenderer can meet the selection criteria.
- A list of current clients based in Queensland, New South Wales and Victoria, who would be available, should the School select them, for a blind site visit.
- Details for each client must include the site name, the School/Company contact name and title and their contact number.
- A blind site visit may take place at the discretion of the School's representatives late March/early April 2023, and the School will contact the client directly to arrange.

7.8 Rebates

Provide details of the dollar value of rebates received by the tenderer, the nature of the relationships with key suppliers, including details of any exclusive supply arrangements, the dollar value of the rebate that will be passed on to the School, and an indication of how the value of the rebates can be used by the School to improve the quality of the food.

7.9 Key Performance Indicators (KPIs)

The contract will include KPIs which will be reported on quarterly. Please include a list of KPIs that you are currently reporting on for other sites.

7.10 Term

The proposed contract is for a period of three (3) years, with an option to renew for a further three (3) years at the School's discretion.

7.11 Tender Price

Tenderers shall provide the information below on a spreadsheet, clearly outlining each of the costing variables requested. If there are other costing variables that require inclusion, please include and highlight the extra information provided.

The tender price must include:

Boarding Catering:

- Fixed Cost model - a fully costed fixed price annual contract charge for each of the five years; and
- Management Fee model – Labour, Consumables, and Management Fee charge per annum for each of the five years.

Functions and Camp Catering:

- Per head cost for Breakfast, Morning Tea, Lunch, Afternoon Tea, Dinner, Supper
- Annual management fee payable to the School for Camp Catering for each of the five years.

Canteens:

- Annual Canteen Management fee payable to the School for each of the five years.

Costing variables must detail:

- Labour content and structures including details of hourly wage rates and on- cost figures for all staff
- Details of the Award applicable to employees
- Cost of goods
- Consumables
- Expected contract profitability per annum for each individual service area and for full contract.

Suggestions for capital upgrades or improvements specific to the service being offered.

8.0 Company Qualifications

The successful company will:

1. Provide insurances appropriate for the type and size of its operations.
2. Have local representation in the Mackay, Qld area.
3. Have highly experienced personnel with backgrounds in hospitality at the upper and middle management levels.
4. Demonstrate the ability to deliver high end function services.
5. Demonstrate experience in the obtaining and upkeep of food and liquor licences.
6. Have a highly regarded reputation in the industry.
7. Demonstrate well considered workplace health and safety practices.

Desirable but not mandatory:

8. ISO accreditation.

Appendices

Appendix 1 – Boarding Catering

Catering for the Boarding Community is term time only, with the addition of breakfast on the first day of holiday breaks and dinner on the night before start of term.

| Requirements – up to 7 days per week Term Time (unless otherwise noted) | Recipient | Timeframe |
|---|--|---|
| Breakfast | Up to 72 boarders (to be confirmed at the beginning of each term) M-F Up to 10 boarders – Sat-Sun 4 Gap staff 2 residential staff 4 Senior staff (+ family) Executive Leadership members from time to time. | Term Time (plus the morning after end of term) |
| Morning tea (Monday – Friday only) | Up to 72 boarders (to be confirmed at the beginning of each term) 4 Gap staff 2 residential staff 1 Duty staff | Term Time |
| Lunch | Up to 72 boarders (to be confirmed at the beginning of each term) Up to 10 boarders – Sat-Sun 4 Gap staff 2 residential staff 4 Senior staff (+ family) Executive Leadership members from time to time. | Term Time |
| Afternoon tea (Monday – Friday only) | Up to 72 boarders (to be confirmed at the beginning of each term) 4 Gap staff 1 Duty staff | Term Time |
| Dinner | Up to 72 boarders (to be confirmed at the beginning of each term) Up to 10 boarders – Sat-Sun 4 Gap staff 2 residential staff 4 Senior staff (+ family) Executive Leadership members from time to time. | Term Time (plus the night before start of term) |
| Supper (Monday – Friday) | Up to 72 Boarders | Term Time |

Executive Leadership members include: Principal, Business Manager, Deputy Principals, Head of Junior School, Head of Operations – please allow for one ELT member up to 3 times per month.

Appendix 2 – Functions and Camp Catering

| Function type | Approximate Month |
|--|-------------------------------------|
| Commencement week- lunches on the 5 days; Staff BBQ on the Friday afternoon | January |
| Principal's Welcome catering nibblies and running a bar on a Friday night | January |
| New Boarders' Welcome Day | January |
| Open Days casual lunch items | May |
| Harmony Day | May |
| Old Scholars reunion | TBA |
| Various events at Whitsunday Voices - Launch at night, authors lunches on both days and operating a catering option for visitors | July (first week of Term 3) |
| Scholarship Testing days catering lunches on school days (various). | Various throughout the year |
| Vacation Care Party Day | Date TBC |
| Sleepover day | Date TBC |
| Grandparents' morning- morningtea (April). | April |
| Voices Launch during school day- catering (April). | April |
| Various small morning teas after major events for VIP's. | Various throughout the year |
| Staff morning teas on Friday up to 36 Fridays in the year | School Year |
| Dinners and after school snacks for staff at Parent Teacher Interviews | April and July |
| Splendour in the Arts catering for the function at night | August |
| Sony Camp catering for participants and helpers in a vacation period | September |
| Camp week dinner/breakfast once for a couple of JS camps | September |
| Awards Night catering at nigh and bar after function | November |
| Valedictory - catering and bar at night after function | November |
| Staff final day Christmas lunch and bar | December |
| Catering required for external hire of the boarding facilities. | As required (generally term breaks. |

Appendix 3– Canteens

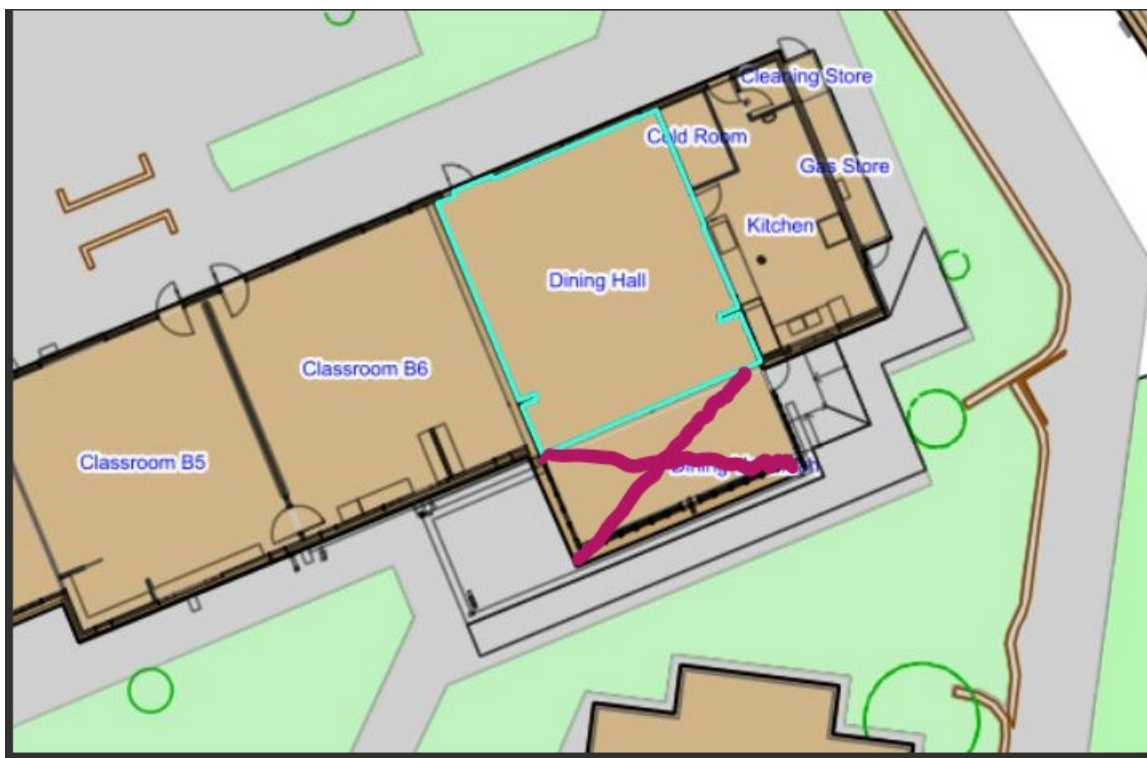
| Outlet | Requirement | Times (Mon – Fri during term, excl. public holidays) |
|-----------------------|--|--|
| Plaza Lunchbox | Operational hours | 8.00am to 3.00pm |
| | Opening Hours First Break | M-T 10.45am to 11.20am |
| | | F 11.00am to 11.30am |
| | Opening House Second Break | M-T 1.25pm to 2.00pm |
| | | F 1.30pm to 2pm |
| Staffrooms | Daily Service of kitchen and bench areas in G Block, Main Administration and STEAM Centre Staffrooms, restocking of consumables, maintenance and cleaning of coffee machines | Monday – Friday during term time |

Appendix 4– Site Maps and Floor Plans

- Site Map – the location of the dining room and kitchen is marked.



- Layout of the dining room and kitchen – with the demolished section marked.



Appendix 5– Tender Documents

Tender Form 1 – Tenderer Details and Signature

I/We.....

being a¹public / private company incorporated in.....

of.....

ACN ABN.....

with its registered office situated at.....

Where the Tenderer is related to, or is a subsidiary of, another or other corporations as defined in the *Corporations Act 2001*, that (those) corporation(s) is (are) as follows.

²Corporation

ACN & address of registered office

.....
.....

do hereby tender for the above project in accordance with the terms, conditions and requirements contained in the Invitation to Tender as amended or clarified by **Addenda** numbered inclusive.

Executed by [Tenderer name and ACN] in accordance with section 127 of the *Corporations Act 2001* by:

Signature of Secretary/Director/Authorised Representative

Signature of Director / Authorised Representative

Name of Secretary/Director/Authorised Representative

Name of Director / Authorised Representative

Tenderer's Nominated Contact Person for this tender

Name

Title

Phone

Email

Privacy Statement

The Principal is collecting the personal information on this form for the purposes of tender evaluation and any subsequent contract that may arise. The information may be used in accordance with the provisions of the Invitation to Tender. Any personal information included on this Tender Form may be disclosed to the tender evaluation panel and their advisors but will not be disclosed to any other third party without the Tenderer's consent unless authorised or required by law.

¹ Delete one

² Identify all related corporations, attach separate corporate structure chart if necessary. If none insert 'nil'.

Tender Form 2 – Confirmation Letter

The below is an example, you may want to tailor to make this more specific to your requirements

[Tenderer letterhead]

[Date]

Whitsunday Anglican School
2-16 Celeber Drive
Beaconsfield MACKAY, QLD 4740

Attention: xx

Dear

Invitation to tender – Catering Services

The signatories to this letter acknowledge that they have read and understood the Invitation to Tender and, in particular, the terms and conditions set out in the Invitation.

In consideration of being permitted to submit its tender, the signatories to this letter:

- (a) agree to comply with, and procure that their contractors, advisers and consultants comply with, the terms and conditions of the Invitation (including without limitation the terms and conditions set out in the Invitation);
- (b) confirm and warrant to the School that, for the purposes of they and their contractors, advisers and consultants, have not relied upon the information referred to in including for the avoidance of doubt the Invitation;
- (c) indemnify the School against any loss, liability or claim arising out of any failure by the Tenderer or any of their contractors, advisers or consultants to comply with the terms of the Invitation (including for the avoidance of doubt this letter);
- (d) warrant to the School that the information contained in their tender is accurate and complete as at the date on which it is submitted, and may be relied upon by the School in its selection of the successful Tenderer to enter into the Catering Services Agreement; and
- (e) acknowledge that the School will rely on the above warranty when evaluating their tender.

[Note: Tenderer to insert relevant execution block/s]