

# Request for Proposal



Queenstown Events Centre – Food &  
Beverage Retail Service

November 2018

# Request for Proposal Invitation

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The Queenstown Lakes District Council (QLDC) wishes to obtain proposals for establishing a cafe within the Queenstown Events Centre (QEC) located at Joe O'Connell Drive, Frankton.

QLDC would like to invite suitably qualified suppliers to provide a proposal accordingly.

QLDC via their property manager will respond to queries as they arise and may forward the response to all other suppliers responding to this RFP. Responses will be made once weekly on a Friday.

Site visits must be coordinated should you need to inspect the area. They will generally be conducted after 2:30pm weekdays.

All questions and clarifications regarding this RFP should be directed to The Queenstown Lakes District Council C/- Blake Hoger at [blake.hoger@aplproperty.co.nz](mailto:blake.hoger@aplproperty.co.nz) or 03 441 7133.

## Scope of Service

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QLDC are seeking an experienced operator to successfully manage and operate a café from the QEC providing healthy food and beverages options, appropriate for the sport and health environment of the events centre.

The successful applicant will;

- Demonstrate an ability to run a successful business, within the food and beverage industry.
- Commit to opening the café on a regular basis throughout the week and during peak usage times of the QEC.
- Prepare a considered and detailed plan of the proposed café fitout and a small seating area for its customers. The plan should detail any fitout requirements that the Lessor would need to supply, if any. The plan may also consider how the operation can be expanded and mobilised for busy sporting days e.g. a mobile coffee cart to set up on the fields. If a mobile coffee cart is included as part of the proposal by the Lessor, the conditions of the Agreement with QLDC can include a first right of refusal for the provision of coffee to QEC venue hirers.
- Provide a range of healthy food and beverages including fresh options as opposed to only packaged food and drink.
- Provide barista style coffee services with a range of offerings expected in most modern cafes.
- Food and drinks should be appropriately priced with affordable options for the average user of QEC.
- Consider environmental and green initiatives such as recycling and rubbish mitigation.
- Consider social initiatives to encourage loyal patronage.
- Demonstrate a clear understanding of the Health & Safety requirements in food preparation & handling in addition to general Health & Safety requirements in conducting a business.
- Demonstrate a clear understanding of their insurance requirements including Professional Indemnity and Public Liability as required.

A comprehensive proposal in the form of a Business Plan should be prepared detailing the above.

# Proposal

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## Proposal Analysis

Proposals/Business Plans should not exceed 15 A4 pages excluding:

- Title page;
- Staff Profile;
- Health and Safety Plan/s (if currently available);
- Current food hygiene rating (if applicable)
- Insurance Certificates (if currently available);
- Conflict of Interest declaration.

## Criteria

Proposals will be evaluated by reference to the following criteria:

### 1. Rent:

What is the proposed rent you are willing to offer for use of the premises. This may be in the form of a fixed monthly payment or a percentage of your turn over or a combination of both

### 2. Required Solution:

Each proposal will be assessed on the following measures to determine suitability;

- Comprehensiveness – how thorough is the proposal? Does it address the Scope of Service?
- Appropriateness – does the proposal fit within QLDC's expectations of a successful and vibrant café?
- Approach – has the proposal been prepared in a manner which gives QLDC confidence that the operator will be proficient in operating the café?
- Processes – what processes are proposed to ensure the successful operation of the café e.g. health & safety?

### 3. Capability & Capacity:

Each proposal will be assessed on the following measures to determine suitability;

- Experience – What is your previous experience relevant to the Scope of Services? Please provide the details of any examples of previous experience.
- Service – How have you demonstrated commitment to service delivery, quality and innovation as evidenced by services provided to current customers, or the services proposed in your proposal?
- Resources - Who are the Key Personnel? The proposal should detail the relevant qualifications, experience and skills for the Key Personnel and include a CV for each. The proposal should also detail how the café is to be staffed. Are there opportunities to train and develop other people i.e traineeship/community involvement

- Hours of Operation – As a minimum, QLDC requires that the café be operational during the following times:

Monday – Thursday  
7:00am – 5:00pm

Friday  
7:00am – 2:00pm

Saturday  
9:00 am – 1:00pm

Sunday  
Not required

Public Holidays  
9:00am – 1:00pm except Anzac Day, Christmas Day and New Years Day

Please describe your expected hours of operation. Required hours of operation are subject to seasonal change, please include how you plan to manage seasonal demand.

#### 4. Value:

Does your menu represent value for the average customer? Are there affordable options? A sample menu with pricing should be supplied.

#### 5. Initiatives:

Consideration will be given to how each proposal will deliver additional benefits and/or value to QLDC and the customers as described in the Scope of Service.

What quality assurance systems will be used ie surveys or apps

#### 6. Quality of Response:

Is the proposal complete? How does it compare to other proposals? Is it robust?

## Evaluation of Proposals

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Proposals will be generally evaluated using the Weighted Attributes Method.

Weightings will be applied as follows:

Criteria	Weighting
Rent	30%
Required Solution	25%
Capability & Capacity	25%
Value	10%
Initiatives	10%

## Location / The Space

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The Café will be located within the main foyer area of the Queenstown Events Centre – Joe O’Connells Drive, Queenstown. A plan of the indicative area is attached.

Access to water and electricity is supplied. There is unlikely to be the capacity for a commercial kitchen so fresh food will need to be delivered to site as required. Future space may incorporate an outdoor component.

## General

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**Term** – QLDC are seeking an initial licence of two years with a further renewal of 2 years by agreement at the QLDC’s discretion.

**Rent Review** – Rent will be reviewed at renewal.

**Commencement** – Anticipated early March 2019

**Outgoings** – The successful licensee will be responsible for payment of the following operational expenses;

- Cleaning within Café licence area at a rate to be agreed with QEC’s contracted cleaners or by the café operator.

Full terms and conditions will be stipulated in a Licence Agreement in the form prepared by Council’s solicitors.

## Submission of Proposals

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All submissions must be received before the **10.00 am on Friday, 21st December 2018.**

A hard copy of the proposal is not required.

One electronic proposal is to be submitted to: Queenstown Lakes District Council C/- Blake Hoger of APL Property via [blake.hoger@aplproperty.co.nz](mailto:blake.hoger@aplproperty.co.nz)

Please provide copies of your existing Health and Safety Policies and Insurances if available (to be attached as part of your proposal).