

Request for Tender – CT202345



Project Specification

AD-HOC CATERING SERVICES PANEL

1. Important Dates and Submission information (indicative dates only)

Request for Tender closes: Thursday 11 January 2024 at 2pm (Melbourne).

The proposed contract term is 3 years, with 1- year possible option to extend. Proposed contract start date is March 1st 2024 and contract end date is February 28th 2027, with a 1-year possible option to extend at Council's discretion.

All responses must be completed in the format specified and submitted via Council's e-Tender Portal <https://darebin.etenderbox.com.au/> before the closing date and time. Late responses may be disqualified from the process and will be ineligible for consideration. Tender Lodgement guidelines and instructions on how to lodge a tender response via the e-tender Portal is available on [Tender lodgement | Darebin Council](#)

OR alternatively tenderers can download the tender documents on Council's website <https://www.darebin.vic.gov.au/Business-and-industry/Tenders/Current-tenders-and-status> and log their submission via email: tenders@darebin.vic.gov.au clearly stating "CT202345 Submission" in the email subject title before the closing date and time. Emailing late responses may be disqualified from the process and will be ineligible for consideration.

If applicable a tender briefing session will be scheduled and details circulated through an Addendum.

End of period for questions or request for information: Monday January 8th, 2024 @2:00pm

2. Scope

The Darebin City Council is seeking to appoint a panel of qualified and experienced contractor/service providers to provide Ad-Hoc Catering Services and Council Meals Service to the organisation [in accordance with Councils Social & Sustainable Procurement Policy](#)

The types of catering services to be covered under this contract are:

- Category 1: Ad-Hoc Catering Services
- Category 2: Meal Services for Council Events

Tenderers may provide submissions for one or both of the categories above.

Objectives

Council's objective is to develop a panel of Service Providers that can deliver a diverse, environmentally-sustainable, healthy and nutritious range of light meals, snacks, corporate style lunches, and corporate meeting function food; and to give Council staff catering choices across various Council events.

The objective for this engagement is to partner with a panel of Service Providers who can deliver social outcomes for the Darebin community through the provision of the specified services. Examples may include creating employment

pathways for disadvantaged groups, mentoring programs for young people, or training opportunities for people with a disability. Service Providers may partner with social enterprises or other bodies such as non-profit organisations or educational institutions to deliver these outcomes.

Council leads by example in promoting and reducing all forms of waste, (i.e.: waste of food and packaging). Another key consideration is to provide seasonal and locally grown products, to make a positive impact on our environment and on the health of our community.

Council commits to local economic, environmental sustainability and social objectives through this tender.

3. Background

Category 1: Ad-Hoc Catering Services

Darebin City Council seeks responses from experienced food and beverage service providers that can deliver healthy and sustainable food options for ad-hoc meetings and events organised by officers across the organisation.

Council intends to award a Panel of Service Providers (Panel) that Council staff must choose from when they buy catering. The Panel will contribute towards Council's promotion of diverse local business contributions (buying/sourcing locally from a diverse range of socially and environmentally responsible enterprises) and allow Council staff the flexibility to choose from a Panel that offers healthy, inclusive and sustainable choices.

Service Providers will provide a range of light meals, snacks, corporate style lunches, and corporate meeting function finger food.

The Service Provider must be responsive, reliable and efficient. All catering must be produced off-site. Options for Council staff to collect (possibly at a reduced price) or for catering to be delivered to Council locations must be on time and in accordance with order instructions.

Individual dietary needs will need to be accommodated within each order.

Orders will be placed by a range of authorised Council staff with orders sometimes having to be placed at short notice (less than 24 hours' notice). Catering services will typically be within normal office hours (8am – 5pm) but service providers may be asked to deliver outside these hours and possibly weekends.

Proposals submitted must stipulate the hours of business and availability outside normal office hours.

Category 2: Catering Services for Council Events

Darebin City Council is seeking to establish a partnership with two Service Providers who can deliver healthy and sustainable food options for Council meetings, Councillor Briefing sessions, Planning Committee meetings, Hearing of Submissions Committee meetings and select civic events located at the Darebin Municipal Offices in Preston and other Council-owned and operated facilities.

This product offer will range from the provision of pre-packaged individual meals, hot and/or cold finger food, and full meal service prepared both off-site and finished on-site at Preston offices or alternate Council-owned/operated locations. The nature of the meeting to be catered will determine the type of food ordered and the presentation style of the product. Council officers will engage with the Service Provider to determine what is required for each order. Pricing for each type of food, and presentation and preparation of each alternative provision of meals should be proposed.

Meals services will typically be on weeknight afternoons/evenings, with occasional weekend service required. Council reserves the right to change the regular day of the week that this Category of service is requested. Currently, Council Meeting schedule occurs on Monday afternoon/evenings.

Individual dietary needs will need to be accommodated within each order.

Proposals submitted must stipulate the hours of business and availability outside normal office hours.

Please refer to following table as a guidance of the frequency and quantity of catering requirement for this category.

Meeting/Event Type	Menu/Service Style	Frequency/Days	Quantity
Council Meetings	Healthy buffet and/or plated main meals	Usually Mondays Once or twice every month February to December	18-22 people on average
Mayoral Election & Dinner	Fresh healthy finger foods including vegetarian, gluten free and vegan (hot and cold)	Annually	70-100 people
Councillor Briefing Sessions	Fresh healthy finger foods including vegetarian, gluten free and vegan (hot and cold)	Usually Mondays 2-3 times every month January to December	12-18 people on average
Planning Committee Meetings	Healthy buffet and/or plated main meals	Usually Mondays Once or twice every month February to December	18-22 people on average

4. Deliverables

This tender has the following deliverables:

Category 1 Ad hoc Catering Service **and/or** Category 2 Meals Service for Council Events

- Provide a menu of fixed cost food offerings, including snacks, healthy options, vegan and vegetarian options, compliance with religious food practices, allergen safe food preparation and presentation, and ability to respond to individual dietary requirements. Special food orders will be required to be presented with appropriate separation from other items, labelled accordingly and packaged in line with environmentally sustainable practices/materials.
- Operation of a local business that supports youth employment, training opportunities, employment for people with disabilities, employment for local residents, Aboriginal and Torres Strait Islander peoples employment.
- Ensure environmentally sustainable sourcing of food, sustainable waste management and food preparation, and environmentally friendly packaging and presentation.
- Provide a responsive, customer focused ordering system for Council officers to request service, including ability to provide delivery or pick up at negotiated and agreed times/places across the municipality, respectful communication with Council officers, and comply with Council's payment methods and timelines.
- Operation of a business that meets Council's requirements in terms of regulation, insurances and legislation.

5. Selection Criteria

Your proposal will be evaluated against the following selection criteria. Your proposal must clearly demonstrate your ability to provide the required Services:

Evaluation criteria	Reasoning/Comments
Pricing and Product Offer Schedule 2	Suitable menu choices, ability to provide low value orders, religious food preparation and ingredient knowledge and menu choices, allergen-safe practices
Mandatory - Social Objectives Schedule 3	Youth employment, Pathways employment programs, Aboriginal and Torres Strait Islander employment, etc
Mandatory – Sustainable and Environmental Objectives Schedule 4	Adherence to Council Community Vision and Council Plan objectives
Mandatory —Local Business Content Schedule 5	Support to local business, ease of delivery, familiarity of business to local sites
Ability and Experience Schedule 6	Evidence of experience, previous panel catering supplier to Council,
Customer Service Schedule 7	Suitable ordering systems in place, Council suitable payment methods in place
Mandatory Insurance Requirements: (Please list below relevant insurances): <ul style="list-style-type: none"> a. Public Liability \$10 million b. Workcover insurance Schedule 1	
Mandatory <ul style="list-style-type: none"> a. Registration of food business b. Food Safety Qualifications for the business c. Food Safety Supervisor qualifications for the employee most frequently in the premises, as nominated by business d. Evidence of no non-compliance matters as found by relevant investigations/inspections of business premises/practices e. Halal certification where applicable Schedule 1	

<p>Mandatory</p> <p>SCY - Safeguarding children and youth declaration – the returnables has a general declaration for SCY</p> <p>Schedule 8</p>	<p>Suppliers must sign off a declaration on review of Council's SCY Policy and that the suppliers staff understand how to report an incident and behave around children.</p>
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6. Relationship Management

The Darebin City Council Project Manager is Luciano Portella, Team Leader, Civic Services.

Category 1 - Individual ad hoc catering orders will be managed by the officer requesting the service. All correspondence for ad hoc catering requests should be between the requesting officer and the Service Provider. All issues should in the first instance be resolved between the requesting officer and the Service Provider. That officer is responsible for the procurement process for their respective order from the engaged Service Provider.

Category 2 - Council Meals service orders will be managed by Luciano Portella, Team Leader, Civic Services or by delegation to a Civic Service Officer.

Issues with service delivery will be brought to the attention of the contract manager, who will determine a course of action to investigate or seek resolution for the matter. Contract management meetings will occur annually and any matters will be raised for discussion and decision at that time. See Reporting Requirements below for further information.

All orders for catering should be aligned to a purchase order from the officer requesting the service.

All invoices should be marked for the attention of:

Name of requesting Officer

Title of requesting Officer

- Include the Darebin purchase order number: DCC00XXXX
- The date of invoice should be after the purchase order date, or you may not get paid.
- The invoice should clearly be labelled TAX INVOICE, include the invoice number, itemised deliverables, include ABN number, entity name/ trading name and bank account details
- Emailed to: accounts.payable@darebin.vic.gov.au

If you are awarded and are not registered in our internal finance system, you will be asked to provide a bank account statement on bank letterhead, confirming the bank account details for the ABN number entity or trading name provided.

Failure to comply with this payment process may delay payment if the invoice cannot be matched to a purchase order and requesting officer.

7. Service Hours

The hours during which the Service Provider shall normally provide the services to the Darebin City Council are on an ad hoc basis, as requested by the officer seeking the catering. Details of delivery time, location, contact information will be established by the officer and supplier for each individual order made, as these details will change.

Suppliers selected to provide Category 2 Council meals service will be informed in advance of the meeting schedule, with confirmation of individual meal service type, presentation, style of service and individual dietary requirements confirmed 5 days prior to delivery day.

8. Reporting requirements- post award

The Service Provider shall liaise directly with the Project Manager, Luciano Portella, Team Leader Civic Services, as required for matters relating to the contract.

Any matters which arise that may be deemed to materially affect the service provider's ability to deliver the service outlined should be communicated to the Darebin City Council Project Manager within twenty-four (24) hours of the matter being known to the Contractor.

Please note that all individual catering order matters should be communicated to the officer who has requested the service, as timely as possible.

An annual contract management meeting will occur where the following KPIs will be reviewed. Menu changes and associated charges changes will be updated for all panel members at this annual review stage, with accepted changes circulated to all officers by the Contract Manager through a communications plan.

Additional contract management meetings will be scheduled where required from either Council or the Service Provider to respond to urgent matters related to non-compliance with contract, resolving complaints, managing unforeseen circumstances.

The following KPI's will be used:

Timely responsiveness to officer requests for service	Good standard of presentation of food	Efficient invoicing service after service
Timely and as agreed delivery of service and goods	Fresh standard of food presented	Quantity and measurement of goods aligning with set menu
Consistent availability of items on set menu	No food safety and handling issues presenting concerns	

9. Pricing - Schedule 2

The prices offered for this service need to be in the form of Tender Response Pricing Schedule 2 detailing the cost of each menu item, delivery costs, food presentation costs, food preparation costs (for meals service completed onsite), per hour fees for onsite services, and other fees associated with the provision of catering.

Please complete Pricing Schedule 2 excel spreadsheet to reflect your pricing submission component.

10. Insurance- Schedule 1

Pursuant to the attached terms and conditions, Council's standard requirement for insurance, limits of liability is as follows:

- Public and Products Liability combined – minimum \$10,000,000.
- WorkCover – Certificate of Currency as proof of cover

11. Submission

You are invited to make an offer using Schedule 1 to 9 and attach any supporting information clearly labelled, as separate files. **Do not alter, delete, or change any of the Councils RFQ documentation or you may be disqualified from the process.**

12. Local, Social and Sustainable Procurement – Schedule 3, 4 and 5

Darebin City Council is committed to using procurement processes and purchasing power as a vehicle to generate social, environmental, and economic benefits beyond the goods or services being procured. This is one of the most effective ways of breaking the cycle of disadvantage and strengthening our communities. Through social procurement, Council will take positive action to demonstrate our commitment to the local community and the environment in which it operates.

Council dedicates high value towards the selection criteria of Local, Social and Sustainable Procurement. Please ensure that you complete Schedule 3, 4 and 5 diligently.

13. Mandatory Declaration – Schedule 8

Darebin is a child safe organisation with zero tolerance for child abuse.

Council will require all Organisations to declare they understand Councils Safeguarding Children and Youth Policy when engaged to undertake works or provide services (requiring a physical presence) on Council owned buildings or land.

14. Form of Contract

Please complete and sign and refer to → [Appendix 1 – Purchase Order Terms and Conditions](#).

This procurement activity and copy of contract is **not** an instruction to proceed with the supply of any goods and /or services **unless and until Darebin City Council allocates a Fully Executed Contract and a Darebin Purchase Order number i.e., DCC00XXXX. If this is not observed, you will not be paid for ANY services delivered.**

15. Period of Validity

All Tenders must remain valid and open for acceptance for a minimum of 90 days from the Closing Time. This period may be extended by mutual agreement between the Council and the Tenderer.