

	<p><b>COMMERCIAL AND FOOD Operator</b></p> <p><b>EXPRESSION OF INTEREST</b></p>
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**BUSINESS DETAILS**

Name of business/group	
Type of business activity	
ABN/ARBN	
Registered for GST	Please select      YES      NO
Postal address	
Description of activity/product:	
<p><b>Café Operator</b>  <b>with Catering Agreement Option</b>  <b>for the Museum of Art and Culture yapang</b></p>	

**CONTACT DETAILS**

Contact person 1			
Mobile:		Email:	
Contact person 2			
Mobile:		Email:	

Respondents are advised to respond clearly and comprehensively to the information requirements.

**EVALUATION CRITERIA**

After the closing date and based on a review of information provided by respondents, officers will undertake an assessment of all responses to this EOI against the evaluation criteria listed below:

1. Demonstrated previous experience in operating similar licensed venues/facilities.
2. Proposed variety, quality, price and type of menus offered for the café and catering.
3. Experience and demonstrated ability to work in partnership or collaboration with other key stakeholders.
4. Provision of professional referees with contact details.
5. Other information which demonstrates their capacity to meet project deliverables.

## CAFÉ - MUSUEM OF ART AND CULTURE | YAPANG



Lake Macquarie City Council's vision for the Café at MAC yapang is a warm, stylish and contemporary place for visitors and residents to meet friends and enjoy great coffee. Guests are surrounded by ever changing visual art and creative displays that will be on show in the venue, and the stunning Sculpture Park that leads down the lake.

The adjacent Awaba House site is currently under construction, and we are offering this café opportunity without any fee until the works are complete. The initial offer is for 9 months, starting from Tuesday 15 October 2024..

As a temporary opportunity, you have use of the cafe space inside MAC yapang with indoor and outdoor seating for up to 50 diners. The Café is fully furnished and includes benches, fridges and a dishwasher. The space will be provided FREE for the duration of the contract with electricity and water utilities paid.

We are looking for an operator to serve coffee, light meals or snacks, and refreshments. Please let us know your proposed menu. You will also have the first option to cater events at MAC yapang. Hours of operation are 9am – 3pm, Tuesday – Sunday. We are open to negotiating these hours if required.

Council envisages an innovative menu incorporating a selection of fresh local produce. The expectation that the consistent high quality of food and seasonal menu will create a hallmark for Hunter residents and visitors to enjoy.

The Operator will:

- offer great coffee, baked goods and an optional licensed beverage service
- offer contemporary snacks and light meals, incorporating regional seasonal produce.
- be a community hub, with a strong symbolic relationship with MAC yapang
- attract patronage from the local community and MAC yapang patrons;
- offer outdoor terraced dining for patrons;
- be a destination in its own right;
- appear as an extension of the MAC yapang in that the transition between the two venues will be visually and experientially seamless in the eye of the guests/visitors/residents; and
- add value to and leverage from the surrounding Lake Arts Precinct and the activities occurring in the park.

## **PROPERTY DESCRIPTION AND ZONING**

- Café and dining area ~ 80 m<sup>2</sup>
- Amenities – shared with MAC yapang

## **CAPACITY**

The café is within MAC yapang and align with the current opening hours of Tuesday – Sunday, 9am – 3pm. These hours may change in response to the needs of the community and patterns of visitation. The Venue's programming will be based on seasonal visitation.

We are closed Good Friday, but open Easter Sunday for the Great MAC Egg Hunt. We may be closed on other public holidays as with other cultural facilities, however events may be held on public holidays by negotiation or collaborative programming.

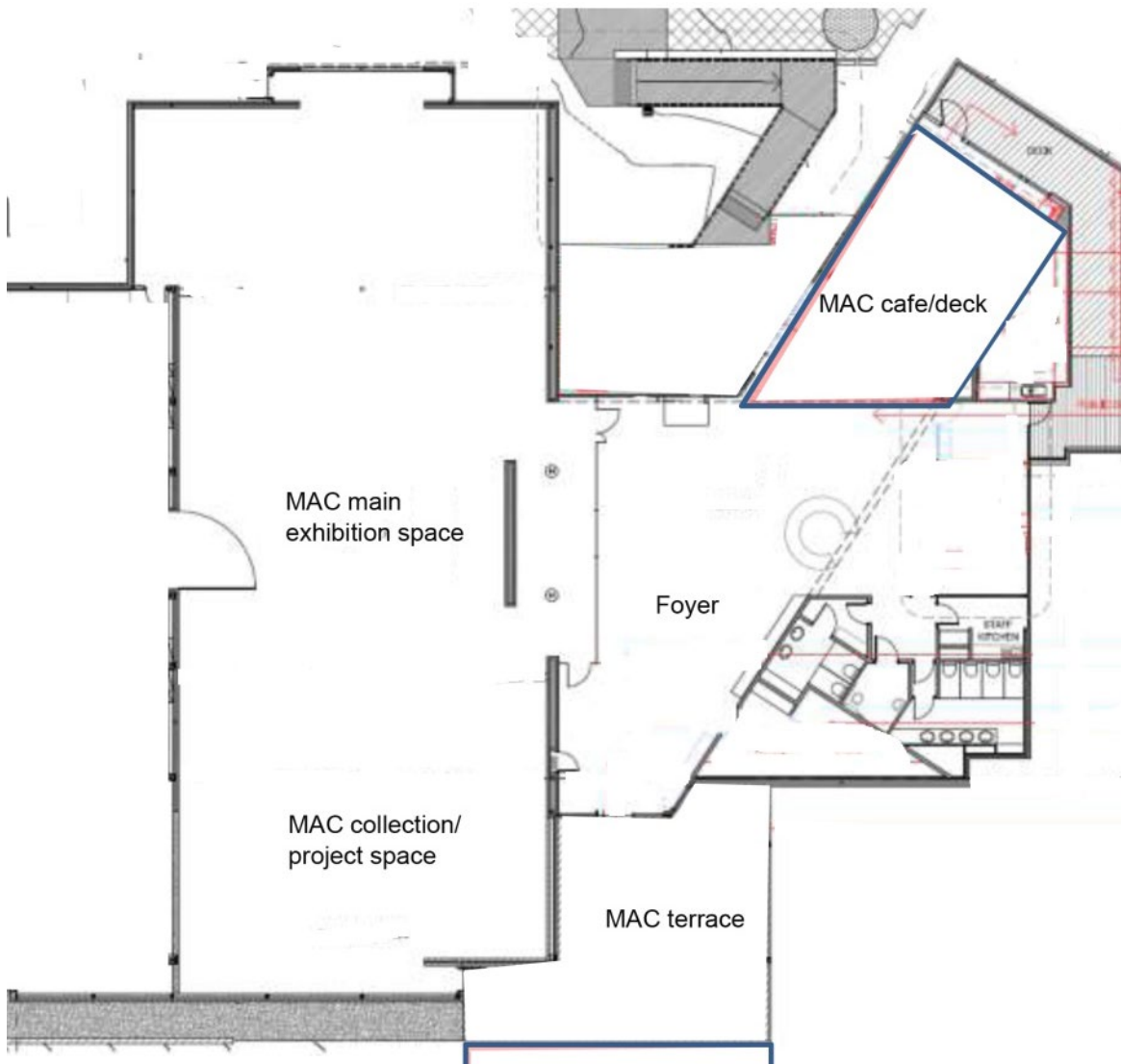
This agreement provides the Operator an opportunity to cater for events or functions held within MAC yapang. The Operator will be granted first right of refusal to cater for the majority of MAC yapang events that are deemed by Council to require professional/commercial catering services.

Events at MAC yapang will range in size and scope, such as meetings, a breakfast on the terrace, or a cocktail party for 120 guests in the main exhibition space and foyer.

## **TERMS OF AGREEMENT**

There is no back of house provision outside of the Café Area which includes a back of house area with dish-washing facilities. The service counter is within the indoor dining space, along with additional storage cupboards. The Café Area is shown on the floor plan below:





### FRONT OF HOUSE

The Café has a deck that offers diners views of the Sculpture Park and Lake Macquarie. Café patrons may also access to an outdoor terrace and the front deck.

Adjacent to the Café is ShopMAC, a library lounge and a reception counter which is staffed during open hours.



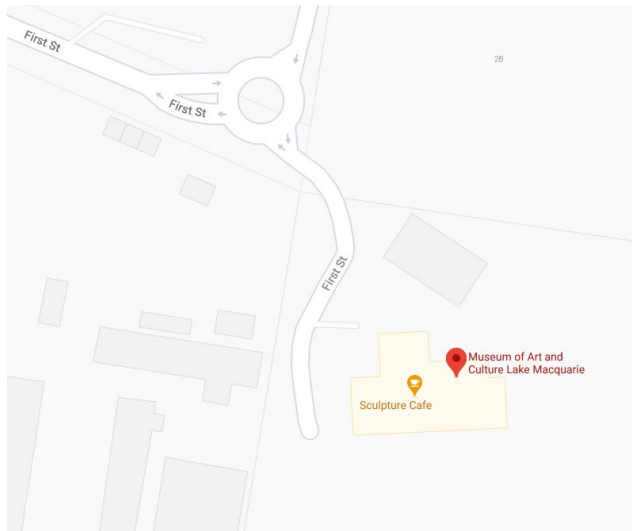
## **SITE SERVICES AND INFRASTRUCTURE**

The Café has access to all services and infrastructure including air-conditioning, electricity, and water. The air-conditioning to the Café is zoned and feeds off the main building central system. Electricity and water costs associated with the cafe are included.

### Access and Deliveries

Access for food and beverage deliveries will be via the front ramp of MAC *yapang* at 1A First Street, Booragul.

Deliveries should where possible take place outside of peak visitor hours.



### Rubbish disposal

The main rubbish disposal bins are located on the north western section of the building near the loading dock.

The Operator will be required to undertake separation of waste, green waste and recycling of all waste material. Recycling materials include glass, plastics, paper and cardboard. As the cafe is co-located within an exhibition space, at times special conditions will need to be applied to pest and vermin management.

### Liquor licence

There is an on-premises and retail liquor licence at MAC *yapang* through Council. MAC *yapang* will fully comply with the requirements of the *NSW Liquor Act 2007*.

If the Operator offers liquor for consumption onsite at the Café under MAC *yapang*'s licence, all staff serving liquor must hold valid Responsible Service of Alcohol licenses (RSA). The venue has wholesale arrangements with local suppliers that will be extended to the Operator.

MAC *yapang* will supply and sell all liquor for events and Council officers who serve liquor at events hold RSA's

### MAC yapang function and event catering

A delegated MAC *yapang* officer will manage all enquiries and bookings for hire of the MAC *yapang* and associated catering requests.

All function bookings will operate on a single billing system.

MAC *yapang* will invoice the client for the function catering with the Operator to invoice the MAC *yapang* no more than seven days after the function has occurred.

On confirmation of the availability and customer catering requirements, the delegated officer will liaise with the Operator to confirm service capacity, menu and booking arrangements.

If providing catering options for MAC yapang function and events a catering menu should include at least 5 standard packages that can be easily booked by a client, for example: a continental breakfast, cheese platter and canapes. Tailored menus can also be developed for an event in consultation with the delegated officer and client.

#### Marketing and signage

It is recognised the Operator will have a desire to establish a profile for the cafe as a destination in its own right and it is expected the Operator will actively promote the cafe business in the local marketplace.

The Operator will provide professionally prepared marketing material/point of sale material for the cafe.

The installation and display of restaurant/cafe brand signage (internal or external) will require approval by Council. There are available a pre-established signs outside the leased space for the Operator to use.

#### Equipment

- a) The cafe kitchen equipment, composed of: front counter, cake fridge, drinks fridge, dishwasher and furniture are provided as part of this agreement. The inventory of what will be provided by the Operator and provided by Council will be included as part of the agreement.
- b) All repairs and maintenance on major equipment owned by Council will be undertaken and pay for by Council unless the damage occurred as a result of or was substantially contributed to by the Operator's negligence.
- c) Cafe kitchen equipment, front counter and furniture purchased by the Operator will be the responsibility of the Operator, including replacement, repairs and maintenance on equipment.
- d) The Operator is expected to adhere to specific equipment use and cleaning as indicated by the product manufacturer and will be subject to regular inspections of equipment by Council officers.
- e) The Operator will be responsible for any other repairs to equipment where misuse or negligence by the Operator has been determined.
- f) The Operator must report any damage, equipment faults or other maintenance issues to Council immediately; and must cooperate with Council and contractors to effect prompt remedial action.
- g) All small equipment for the kitchen, product display and service must be provided and maintained by the Operator.
- h) A consistent style and sufficient stock levels of high-quality glassware, crockery and cutlery for the café/restaurant and catered functions in the MAC yapang spaces must be provided by the Operator.
- i) Chipped or damaged crockery should not be used for service.
- j) Equipment belonging to Council should not leave the premises at any time without prior written approval from Council.

#### Service standards

The Operator must ensure a focus on customer services including:

- I. Providing all services in a prompt, courteous and efficient manner;
- II. Perform all services competently;
  - a. in all dealings with members of the public, exercise the highest standards of honesty, integrity, fair dealing and ethical conduct and always represent the premises in a positive manner; and
  - b. refrain from doing or permitting to be done anything that would discredit, dishonour, reflect adversely upon or in any manner injure the reputation of the Operator, the premises or the MAC yapang.

Maintenance, repairs and cleaning The Operator will:

- I. keep the premises (including the terrace service and seating area) clean and tidy at all times;
- II. practice recycling best practice at all times and will be subject to audits by officers in this regard;
- III. regularly clean all cafe equipment and fixtures; and
- IV. ensure all windows are clean at all times.

There may be an opportunity for the Operator to utilise Council staff for this and other services; however, this would be by negotiation with MAC *yapang* and at the Operator's cost.

## **COST ALLOCATION**

In summary, Council anticipates the following costs will be borne by the identified party:

### **Lake Macquarie City Council**

- Fire service monitoring
- Annual liquor licence fee
- Insurance of building, Council owned assets and contents, equipment and structures
- Security – access door inspections (random) outside business operating hours only
- Pest control of common areas of the building
- Cleaning of common areas of the building
- Repair, maintain, replace and operate air-conditioning/heating system
- Replacement of kitchen equipment, front counter and furniture which was provided by Council as part of the lease agreement.

### **Operator**

- Maintenance, replacement and repair of Operator purchased equipment
- Crockery, cutlery, glassware for the café and replacement stock
- Telephone number and EFPOS
- All business operating computer hardware and software (point of sale)
- Coffee making equipment (espresso machine, grinder etc.)
- Cleaning of kitchen and food service areas
- Fire service call out fees arising from 'false alarms or other dispatches' caused by actions of Operator and its staff
- Security call out fees arising from 'false alarms' that originate from the kitchen restaurant/café.
- Public liability insurance and other insurances as appropriate
- Business name and other business registration fees

## **KEY PERFORMANCE INDICATORS**

Key performance indicators have been developed as above and are incorporated into the agreement

**Financial Offer**

- The agreement is offered rent free, for the Operator to provide café service during MAC yapang's open hours, Tues – Sunday, 9am – 3pm.
- If the Operator is a corporate entity, a personal guarantee from its directors will be required.
- Additional kitchen fit out and compliance is the responsibility of the Operator

**Agreement Terms and Conditions**

- An agreement is offered for 9 months with renewable monthly terms, this agreement is a temporary arrangement until Awaba House is re-opened.
- The agreement will be between the Operator and Lake Macquarie City Council and rights cannot be assigned or transferred without the written approval of Lake Macquarie City Council (acting reasonably).

***Please tick***

- I understand that Operators are accepted on first in basis - I have read and agree to the Terms and Conditions*
- I understand that if my application is not complete and submitted by the due date that I will not be considered for inclusion*

**Signature of applicant:**

**Date:**

***This form along with the following pages must be submitted by  
Monday 30 September 2024***

***Attention: Martina Mrongovius***

***Lake Macquarie City Council***

***Box 1906***

***HRMC NSW 2310***

***Or***

***mmrongovius@lakemac.nsw.gov.au***

***please advise by email or phone if a physical submission is made.***

***ph: 02 4921 0387***



# ***APPLICATION***

Please answer the following questions in the space provided. If you would like to submit additional information, please label and attach with your application.

Demonstrated previous experience in operating similar café, coffee cart and/or catering service.

Example of snacks, light meals or catering packages with variety, quality and price. Or attach a sample menu.

Experience and demonstrated ability to work in partnership or collaboration with other key stakeholders.

**Provision of professional referees with contact details.**

Name and Contact

Name and Contact

Name and Contact

Other information which demonstrates their capacity to meet project deliverables.





A large, empty rectangular box with a thin black border, intended for providing additional information to demonstrate capacity to meet project deliverables.


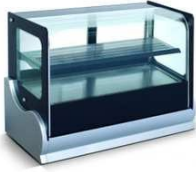


# Inventory and Condition Report


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## Attachment A Inventory of Venue's Property and Condition Report

### Venue Property and condition report

Item	Condition
<p>FE3100TFSP Three Door Bench Fridge with Splashback 386L</p> 	<p>Good order and functioning. Brand new as at November 2019</p>
<p>Anvil Aire FBF0201 Single Door Under Bench Freezer S/S</p> 	<p>Good order and functioning. Brand new as at November 2019</p>
<p>Claseq Dishwasher- D500 Dishwashers - compact high volume front-loading dishwasher</p> 	<p>Good order and functioning. Brand new as at November 2019</p>
<p>Saltas Single Glass Door Fridge</p> 	<p>Good order and functioning. Brand new as at November 2019</p>

<p><b>Bromic Flat Glass Door LED Display Chiller</b></p> 	<p>Good order and functioning. Brand new as at March 2024</p>
<p><b>Anvil Aire Cold Square Countertop Showcase 1200mm</b></p> 	<p>Good order and functioning. Brand new as at November 2019</p>
<p><b>Hand free basin</b></p> 	<p>Good order and functioning. Brand new as at November 2019</p>
<p><b>30 x Relica Tolix chair black matt</b></p> 	<p>Good condition. Brand new as at November 2019</p>
<p><b>14 x Square Shesman Sliq Isotop Table Top with Black Tolix Base</b></p> 	<p>Good condition. Brand new as at November 2019</p>

<p>2 x high bar tables and 8 x high bar stools</p> 	<p>Good condition. Brand new as at November 2019</p>
<p>Water glasses and Jugs</p> <p>Other small items</p>	

Shared use of 10 Cocktail Tables and 30 stools, event chairs, folding tables and a low table with 8 stools