



**Australian Government**



**AUSTRALIAN INSTITUTE  
OF MARINE SCIENCE**

## **EOI NUMBER 677**

# **BRIEF FOR EXPRESSIONS OF INTEREST FOR CATERING & CLEANING SERVICES (CCS1) AT THE CAPE CLEVELAND FACILITY**

Issue: 0  
Dated: 8 September 2016

**Townsville address:** PMB No 3,  
Townsville MC, Qld 4810  
Tel: (07) 4753 4444  
Fax: (07) 4772 5852

**Darwin address:** PO Box No 41775,  
Casuarina NT 0811  
Tel: (08) 8920 9240  
Fax: (08) 8920 9222  
[www.aims.gov.au](http://www.aims.gov.au)

**Perth address:** The UWA Oceans Institute (M096)  
35 Stirling Highway, Crawley WA 6009  
Tel: (08) 6369 4000  
Fax: (08) 6488 4585

**Table of Contents**

**1. INTRODUCTION.....2**

**2. BACKGROUND .....2**

**3. DESCRIPTION OF SERVICES.....3**

**3.1. Catering .....3**

**3.2. Cleaning .....3**

**4. SELECTION PROCESS.....4**

**5. EOI SELECTION CRITERIA .....4**

**6. SUBMISSION DETAILS .....5**

## 1. INTRODUCTION

The Australian Institute of Marine Science (AIMS) is an internationally renowned, world leader in the science underpinning sustainable development, conservation and management of tropical marine environments. The main research facility is located at Cape Cleveland, 50km from Townsville, with facilities also in Perth, WA and Darwin, NT. AIMS would like to receive expressions of interest from experienced contractors who are able to provide catering and cleaning services for AIMS at Cape Cleveland and a small vessel berthing facility at the Port of Townsville.

### Requirement for Disclosure/Compliance

Applicants acknowledge that as a Commonwealth agency, AIMS is subject to legislative and administrative accountability and transparency requirements of the Commonwealth, including disclosures to Ministers and other Government representatives, Parliament and its Committees and the publication of information in respect of the EOI process and subsequently on the successful Tenderer and information on any resultant Deed or Contract on the AusTender internet site. Any Deed or Contract resulting from this EOI process will also be subject to these requirements, including that terms of these agreements (and related matters) may be disclosed to Ministers, other Government representatives, Parliament and its Committees.

In addition, applicants acknowledge that if they are chosen to enter a Contract, the resulting Contract will oblige the contractor to give the Commonwealth access to the contractor's premises, and access to records and accounts relevant to or impacting upon performance of work under the resulting contract, and the Commonwealth will be entitled to copy these records and accounts. The purposes for which the Commonwealth will be entitled to obtain access and make copies may include audits under the *Auditor-General Act 1997*.

## 2. BACKGROUND

AIMS operates a modern marine scientific research facility at Cape Cleveland. The facility is situated in a semi-remote and isolated location approximately 50 kilometres south of Townsville at the end of Cape Cleveland Road. The 207 hectare site is mainly surrounded by National Park and adjoins a designated Marine Parks scientific research zone to the East. The Institute's facilities comprise a main building with a mix of laboratories, offices and meeting rooms, separate buildings for marine research, marine operations and a workshop. There are 6 houses and a block of 6 motel-type units which provide accommodation for visiting scientists and staff working overtime. The café is a new facility in the main building with a modern kitchen with full cooking facilities and dining area to provide catering services to on-site personnel as well as functions and tour groups.

General details on the AIMS facility, operation, scientific involvement and many other areas of interest may be viewed on the Web Site [www.aims.gov.au](http://www.aims.gov.au).

AIMS intends to let a Contract to a contractor to undertake the catering and cleaning requirements at the Cape Cleveland site for a period of three (3) years with the option of an extension of a further three (3) years commencing on 1 February 2017 (target date).



Figure 1 – AIMS' Cape Cleveland Site

### 3. DESCRIPTION OF SERVICES

#### 3.1. Catering

The services include the supply and preparation of all foods and labour for the provision of a quick service café. The café facility in the main building provides staff with a quick service style of food and beverages made to order from 8.00am to 3.30pm Monday to Friday. Not all personnel avail themselves of the café services. Institute staff work an irregular 9 day fortnight, and some staff are often absent on field trips at sea, on official seminars, interstate or overseas. Normal daily catering could be for 30-60 personnel but can vary significantly from day to day. AIMS subsidises the food prices at the café facility to ensure staff have access to prices that are comparable or lower than prices available in town (ie that staff are not disadvantaged due to AIMS' remote location).

Catering is also provided from the café facility for functions and tour groups. Official functions are held occasionally for groups ranging in size from 10 to 100 people. These may be held during or outside normal working hours (8.00am – 4.40pm Mon to Fri). Regular tour groups visit the facility on Friday's from March to November and usually have lunch at the café. The tour group numbers can vary from 5 to 35.

#### 3.2. Cleaning

The cleaning services would include but not limited to:

- Regular and scheduled cleaning of the Institute's main complex including offices, laboratories, toilets, meeting rooms, café, dining area and 4 separate buildings.
- Cleaning of houses and units after each guest departs.
- Delivery of clean linen to houses and units and making up of beds.

#### 4. SELECTION PROCESS

The methodology to be used to determine the successful contractor will be two-staged.

In this, the first stage, Expressions of Interest are required from organisations, which detail their capacity and expertise to undertake such a contract.

The Expressions of Interest should address the selection criteria in a **maximum of four pages** plus attachments as necessary. Applications will be assessed with regard to the following:

	<b>CRITERIA</b>	<b>% ASSESSMENT</b>
1	Physical, financial and human resource capability	20%
2	Skills and Operational Experience	30%
3	Quality Assurance, OH&S, Risk Management, Environment and privacy principles	30%
4	Personnel, training and industrial relations	20%

The assessment panel will complete an evaluation plan prior to assessment of the Expressions of Interest based on the above criteria.

From these Expressions of Interest, a short list of approved applicants will be selected to submit tenders on detailed contract documentation including a schedule of rates, fee structure, approach to the catering and cleaning requirements, and proposed manning and equipment levels. A site visit will be offered at the tender stage.

#### 5. EOI SELECTION CRITERIA

##### 1. Demonstrated Physical, Financial and Human Resource capability to perform the required catering and cleaning.

- 1.1. Company capability details with relevant licenses, personal, property and public liability insurance cover etc.
- 1.2. Suggest an organisational structure which you would foresee being used for this contract. Organisations that proceed to tender stage will not necessarily be held to this structure once they have had the opportunity to visit the site and gain a greater understanding of the catering and cleaning requirements.
- 1.3. Comments are sought on proposed permanent on-site personnel requirements.
- 1.4. How would your organisation deal with staff shortages in a remote location?

##### 2. Demonstrated Practical Skills and Experience in both required areas of operation

- 2.1. Demonstrate experience with facilities cleaning and catering services in particular a quick service café operation. Include details of previous or current catering and cleaning contracts entered into by your organisation in the Townsville area.
- 2.2. Comment on what Key Performance Indicators and value for money ethos you envisage can be used to measure performance of catering and cleaning services.
- 2.3. Demonstrate your experience with operating a quick service cafe.
- 2.4. How would your organisation keep up with the changes to Australian Standards, regulations and requirements for a facility like Cape Cleveland?
- 2.5. Comment on reporting systems utilising automated technologies for sales and stock.

**3. Demonstrated advanced commitment to Quality Assurance, OH&S, Risk Management, Environment and Privacy Principles.**

- 3.1. Comment on what Quality Assurance Procedures would be used to maintain a satisfactory quality of work throughout the various areas of this contract
- 3.2. Advise and explain the safety commitment and policy that you will use at Cape Cleveland. The Institutes laboratories contain many hazards including radiation, chemical and biological.
- 3.3. Advise your safety record in North Queensland over the past two years.
- 3.4. Detail your approach to risk management that would be adopted for the catering and cleaning services.
- 3.5. Demonstrate your commitment and understanding of the Australian Governments Privacy Principles.
- 3.6. Advise and explain the commitment and policy that you will use to maintain the Cape Cleveland pristine environment in regards to catering waste and cleaning agents.

**4. Personnel, Training and Industrial Relations**

- 4.1. Include CV's of proposed management and supervisory personnel including their role in the contract administration.
- 4.2. It is desirable to maintain a continuity of personnel to fulfil the catering and cleaning requirements of the AIMS facility. Comment on your organisations ability to ensure retention of specific employees or sub-contractors within your organisation.
- 4.3. What is your apprenticeship training record in the catering industry and what do you envisage can be done as part of this contract?
- 4.4. What is your Industrial Relations record for the past two years? Comment on IR policy you would use for this contract.
- 4.5. Comment on your understanding of the Commonwealth Government requirements regarding Workplace Gender Equality, Indigenous Procurement Policy and Freedom of Information.

**6. SUBMISSION DETAILS**

Expressions of Interest should be endorsed “**EOI No. 677**” followed by organisation name and completed utilising the word version of the application form which can be downloaded from the AIMS website. Completed EOIs should be emailed to [tenders@aims.gov.au](mailto:tenders@aims.gov.au). Electronic submissions must be received by the closing date. Receipt of EOI applications will be confirmed by email. The closing date for this EOI is Monday 24 October 2016 at 2.00pm local time.

Application Form

**EOI 677**

**EXPRESSION OF INTEREST FOR CATERING AND CLEANING SERVICES FOR  
THE CAPE CLEVELAND FACILITIES OF THE AUSTRALIAN INSTITUTE OF  
MARINE SCIENCE, TOWNSVILLE**

This information must be completed and submitted at the front of the EOI details.

Name of Organisation	
Trading/Business Name (if applicable)	
Actual Address	
Postal Address (insert 'as above' if applicable)	
Contact's Name	
Contact's Position	
Telephone Number	
Mobile Number	
Facsimile Number	
E-mail address	
Builders' Registration or License Number (if applicable)	
ABN Number	
Business Name Registration Number (if applicable)	

I, ..... as an authorised representative of the organisation named above, register an interest for this project and declare that information provided in the attached Expression of Interest document is true and correct.

Signed .....

Date .....

<b>1. Demonstrated Physical, Financial and Human Resource capability to perform the required catering and cleaning</b>
1.1.
1.2.
1.3.
1.4.
<b>2. Demonstrated Practical Skills and Experience in both required areas of operation</b>
2.1.
2.2.
2.3.
2.4.
2.5.
<b>3. Demonstrated advanced commitment to Quality Assurance, OH&amp;S, Risk Management, Environment and Privacy Principles</b>
3.1.
3.2.
3.3.
3.4.
3.5.
3.6.
<b>4. . Personnel, Training and Industrial Relations</b>
4.1.
4.2.
4.3.
4.4.
4.5.