MELBOURNE
RECITAL
CENTRE

Melbourne Recital Centre

Registration of Interest (ROI) for the provision of Catering Services

Reference number:	Catering Services-2019-ROI
Issue Date:	Tuesday 30 April 2019
Place for lodgement:	MELBOURNE RECITAL CENTRE Stage Door, 31 Sturt Street, Southbank VIC 3006

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CREATIVE VICTORIA

Introduction

This ROI is an invitation for suppliers to submit a proposal for the provision of the Services set out in the specification contained in Part B of this ROI. Accordingly, this ROI must not be construed, interpreted, or relied upon, whether expressly or impliedly, as an offer capable of acceptance by any person, or as creating any form of contractual, promissory, restitutionary or other rights.

1 The opportunity

Melbourne Recital Centre (MRC) is seeking responses to this Registration of Interest (ROI) for the provision of catering services, with the aim to contract a limited number (app.4-6) of experienced, flexible and quality caterers who cater on a pre-booked basis to functions and events hosted by Melbourne Recital Centre.

2 Objectives

This ROI is an invitation for persons to submit a proposal for the provision of the Goods, in the manner set out in the Overview of Requirements (Part B of this Invitation).

Reference Schedule

The information contained in this Reference Schedule must be read in conjunction with the remainder of Part B of this Invitation.

Capitalised terms used in this Invitation have defined meanings which are explained in section 14 of this Part A. Capitalised terms defined elsewhere in this Invitation but not referred to in section 14 of Part A have the same meaning wherever used throughout this Invitation.

Item 1: Agency: Melbourne Recital Centre

Item 2: ROI reference number: CATERING SERVICES-2019-ROI

Item 3: Project Manager

Name and title (Primary contact)	Jasja Van Andel Head of Operations
Name and Title (Secondary contact)	Sarah Thompson Events Producer
Address for correspondence by post	31 Sturt Street Southbank, VIC 3006
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Item 4: Indicative Timetable*

Activity	**Date**
Invitation issued	Tuesday 30 April 2019
Venue tour	10am, Wednesday 15 May 2019
End of period for questions or requests for information	Friday 17 May 2019
Closing Time (for submissions)	5pm Australia EST Friday 24 May 2019
Intended completion of evaluation of ROIs and shortlist	w/c Monday 10 June 2019
Meal sample tasting session @ MRC	12 - 14 June 2019 (TBC)
Intended commencement of services	Monday 1 July, 2019

** Note: This timetable is provided to give respondents an indication of the anticipated timing of the ROI Process. The timetable is indicative only and may be changed by the Agency in accordance with the Conditions of the ROI Process set out in Part A of this Invitation*

Item 5: Lodgement of ROI responses

Address of ROI	Stage Door 31 Sturt Street Southbank VIC 3006
Hours of Access to lodge ROI	9am - 5pm Mon - Fri (Public Holidays excepted)
Information to be marked on package containing the ROI	To be marked with "ROI Submission - Catering Services (CATERING SERVICES-2019-ROI)
Other requirements	The Respondent is to submit one hard copy of its ROI and email an electronic copy of it to the Project Manager.

Rules governing this Invitation and the ROI Process

1 Application of these rules

Participation in the ROI Process is subject to compliance with the rules contained in this Part A.

All persons (whether or not they submit an ROI response) having obtained or received this Invitation may only use it, and the information contained in it, in compliance with the rules set out in this Part A.

All Respondents are deemed to accept the rules contained in this Part A. The rules contained in this Part A of the Invitation apply to:

(i) the Invitation and any other information given, received or made available in connection with the Invitation and any revisions or addenda;
(ii) the ROI Process; and
(iii) any communications (including any briefings, presentations, meetings or negotiations) relating to the Invitation or the ROI Process.

2 Structure of Invitation

This Invitation consists of the following parts:

(i) Introduction – contains an overview of the opportunity presented in, and the objectives of, this Invitation.
(ii) Part A – Conditions of the ROI Process sets out the rules applying to the Invitation documents and to the ROI Process. These rules are deemed to be accepted by all Registrants and by all persons having received or obtained the Invitation.
(iii) Part B – Overview of Requirements describes the Services in respect of which the Agency invites ROI responses from interested persons.
(iv) Part C – Respondent's Response specifies the information to be provided in an ROI and may also specify any information to be provided by a Respondent by other means. Part C may include templates to be completed and included in an ROI.

3 Invitation

3.1 Status of Invitation

This Invitation is not an offer. It is an invitation for persons/organisations to submit an ROI Response for the provision of the services set out in the Overview of Requirements contained in Part B of this Invitation.

Nothing in this Invitation is to be construed as creating any binding contract for the supply of the services (express or implied) between the Agency and any Respondent.

3.2 Accuracy of Invitation

While all due care has been taken in connection with the preparation of this Invitation, the Agency does not warrant the accuracy of the content of the Invitation and the Agency will not be liable for any omission from the Invitation.

3.3 Additions and amendments to Invitation

The Agency reserves the right to change any information in, or to issue addenda to this Invitation.

3.4 Representations

No representation made by or on behalf of the Agency in relation to the Invitation (or its subject matter) will be binding on the Agency unless that representation is expressly incorporated into any contract(s) ultimately entered into between the Agency and a Respondent.

3.5 License to use and Intellectual Property Rights

Persons obtaining or receiving this Invitation and any other documents issued in relation to the ROI Process may use the Invitation and such documents only for the purpose of preparing an ROI Response.

Such Intellectual Property Rights as may exist in the Invitation and any other documents provided to Respondents by or on behalf of the Agency in connection with the ROI Process are owned by (and will remain the property of) the Agency except to the extent expressly provided otherwise.

4 Communications during the ROI Process

4.1 Project Manager

All communications relating to the Invitation and the ROI Process must be directed to the Project Manager.

4.2 Requests for clarification or further information

Any questions or requests for further information or clarification of the Invitation (or any other document issued in connection with the ROI Process) must be submitted to the Project Manager in writing, preferably by email.

Any communication by a Respondent to the Agency will be effective upon receipt by the Project Manager (provided such communication is in the required format).

The Agency may restrict the period during which it will accept questions or requests for further information or for clarification and reserves the right not to respond to any question or request, irrespective of when such question or request is received.

4.3 Unauthorised communications

Communications (including promotional or advertising activities) with staff of the Agency or consultants assisting the Agency with the ROI process are not permitted during the ROI process except as provided in section 4.2 above, or otherwise with the prior written consent of the Project Manager. Nothing in this section 4.3 is intended to prevent communications with staff of, or consultants to, the Agency to the extent that such communications do not relate to this ROI or the ROI Process.

Respondents must not otherwise engage in any activities that may be perceived as, or that may have the effect of, influencing the outcomes of the ROI process in any way.

Unauthorised communications with such persons may, in the absolute discretion of the Agency, lead to disqualification of a Respondent.

4.4 Improper assistance

Respondents must not seek or obtain the assistance of employees, agents, contractors or service providers (with respect to the ROI) of the Agency or the State in the preparation of their ROI's. In addition to any other remedies available to it under law or contract, the Agency may, in its absolute discretion, immediately disqualify a Respondent that it believes has sought or obtained such assistance.

4.5 Anti-competitive conduct

Respondents and their respective officers, employees, agents and advisers must not engage in any collusion, anti-competitive conduct or any other similar conduct with any other Respondent or any other person in relation to the preparation, content or lodgement of their ROI. In addition to any other remedies available to it under law or contract, the Agency may, in its absolute discretion, immediately disqualify a Respondent that it believes has engaged in such collusive or anti-competitive conduct.

4.6 Complaints about ROI Process

Any complaint about the Invitation or the ROI Process must be submitted to the Project Manager in writing immediately upon the cause of the complaint arising or becoming known to the Respondent. The written complaint statement must set out:

(a) the basis for the complaint (specifying the issues involved);

(b) how the subject of the complaint (and the specific issues) affect the person or organisation making the complaint;

(c) any relevant background information; and

(d) the outcome desired by the person or organisation making the complaint.

5 Submission of ROI Responses

5.1 Lodgement

ROI Responses must be lodged only by the means set out in Item 5 of the Reference Schedule.

Packages containing the ROI Response must be marked with the information set out in Item 5 of the Reference Schedule.

5.2 Late ROI Responses

ROI Responses must be lodged by the Closing Time set out in Item 4 of the Reference Schedule. The Closing Time may be extended by the Agency in its absolute discretion by providing written notice to Respondents.

ROI Responses lodged after the Closing Time or lodged at a location or in a manner that is contrary to that specified in this Invitation will be disqualified from the ROI Process and will be ineligible for consideration, except where the Respondent can clearly demonstrate (to the reasonable satisfaction of the Agency) that late lodgement of the ROI Response:

(a) resulted from the mishandling of the ROI by the Agency; or

(b) was hindered by a major incident and the integrity of the ROI Process will not be compromised by accepting an ROI Response after the Closing Time.

The determination of the Agency as to the actual time that an ROI Response is lodged is final. Subject to paragraphs (a) and (b) above, all ROI Responses lodged after the Closing Time will be recorded by the Agency and will only be opened for the purposes of identifying a business name and address of the Respondent. The Agency will inform a Respondent whose ROI Response was lodged after the Closing Time of its ineligibility for consideration.

6 ROI documents

6.1 Format and contents

Respondents must ensure that:

(i) their ROI Response is presented in the required format as set out in Part C; and

(ii) all the information fields in Part C are completed and contain the information requested.

The Agency may in its absolute discretion reject an ROI Response that does not include the information requested or is not in the format required.

Unnecessarily elaborate responses or other presentations beyond what is sufficient to present a complete and effective proposal are not desired or required. Elaborate artwork and expensive visual and other presentation aids are not necessary.

Word limits where specified should be observed and the Agency reserves the right to disregard any parts of the ROI Response exceeding the specified word limit.

Respondents should fully inform themselves in relation to all matters arising from the Invitation, including all matters regarding the Agency's requirements for the provision of the Services.

6.2 Illegible content, alteration and erasures

Incomplete ROI Responses may be disqualified or evaluated solely on the information contained in the ROI.

The Agency may disregard any content in an ROI Response that is illegible and will be under no obligation whatsoever to seek clarification from the Respondent.

The Agency may permit a Respondent to correct an unintentional error in its ROI Response where that error becomes known or apparent after the Closing Time, but in no event will any correction be permitted if the Agency reasonably considers that the correction would materially alter the substance of the Respondent's ROI Response.

6.3 Obligation to notify errors

If, after an ROI Response has been submitted, the Respondent becomes aware of an error in the ROI Response (excluding clerical errors which would have no bearing on the evaluation of the ROI Response) the Respondent must promptly notify the Agency of such error.

6.4 Preparation of ROI Responses

The Agency will not be responsible for, nor pay for, any expense or loss that may be incurred by Respondents in the preparation of their ROI Responses.

6.5 Disclosure of ROI Response contents and ROI Response information

ROI Responses will be treated as confidential by the Agency. The Agency will not disclose ROI Response contents and ROI Response information, except:

(i) as required by law;
(ii) for the purpose of investigations by the Australian Competition and Consumer Commission or other government authorities having relevant jurisdiction;
(iii) to external consultants and advisers of the Agency engaged to assist with the ROI Process;
(iv) to other government departments or agencies in connection with the subject matter of the ROI Process; or
(v) general information from Respondents required to be disclosed by government policy.

6.6 Use of ROI Responses

Upon submission in accordance with the requirements of section 5 of this Part A and Item 5 of the Reference Schedule, all ROI Responses become the property of the Agency. Respondent's will retain all ownership rights in intellectual property contained in the ROI Response.

The submission of an ROI Response does not transfer to the Agency any ownership interest in the Respondent's intellectual property rights or give the Agency any rights in relation to the Invitation, except as expressly set out below.

Each Respondent, by submission of their ROI Response, is deemed to have licensed the Agency to reproduce the whole, or any portion, of their ROI Response for the purposes of enabling the Agency to evaluate the ROI Response.

6.7 Withdrawal of ROI Response

A Registrant who wishes to withdraw an ROI Response previously submitted by it must immediately notify the Agency of that fact. Upon receipt of such notification, the Agency will cease to consider that ROI Response.

6.8 Status of ROI Responses

Each ROI Response constitutes a non-binding proposal by the Respondent to the Agency to provide the Services required under, and otherwise to satisfy the requirements of, the Overview of Requirements (Part B of this Invitation).

7 Capacity to comply with Overview of Requirements

Part B of this Invitation gives an overview of the Agency's requirements regarding the Services that are the subject of this Invitation. It will be assumed that each Respondent can provide all the Services in full. Where Respondents believe they cannot provide all the Services in full or can only comply with the Overview of Requirements subject to conditions, they should either not apply or set out any potential limitations in the Respondents ROI Response.

8 Evaluation of ROI Responses

8.1 Evaluation process

Following the Closing Time, the Agency currently intends to evaluate the ROI Responses received. ROI Responses will be evaluated against the Evaluation Criteria specified in Attachment A to this Part A of the Invitation.

An ROI will not be deemed to be unsuccessful until such time as the Respondent is formally notified of that fact by the Agency.

8.2 Clarification of ROI Responses

If, in the opinion of the Agency, an ROI Response is unclear in any respect, the Agency may, in its absolute discretion, seek clarification from the Respondent. Failure to supply clarification to the satisfaction of the Agency may render the ROI Response liable to disqualification.

The Agency is under no obligation to seek clarification of anything in an ROI Response and the Agency reserves the right to disregard any clarification that the Agency considers to be unsolicited or otherwise impermissible in accordance with the rules set out in this Part A.

9 Next stage

9.1 Options available to the Agency

After evaluation of all ROI Responses, the Agency may, without limiting other options available to it, do any of the following:

(a) advise a respondent of their successful ROI Response

(b) enter pre-contractual negotiations with one or more Respondents

(d) decide not to proceed further with the ROI process or any other procurement process for the Services; or

(e) commence a new process for calling for ROI Responses on a similar or different basis to that outlined in this Invitation.

9.2 No legally binding contract

Being a successful Respondent does not give rise to a contract (express or implied) between the successful Respondent and the Agency. No legal relationship will exist between the Agency and a successful Respondent relating to the supply of the Services unless and until such time as a new agreement of terms is executed by them.

10 Respondent warranties

By submitting an ROI Response, a Respondent warrants that:

(i) in lodging its ROI Response, it did not rely on any express or implied statement, warranty or representation, whether oral, written, or otherwise made by or on behalf of the Agency, its officers, employees, agents or advisers other than any statement, warranty or representation expressly contained in the Invitation documents;

(ii) it did not use the improper assistance of Agency employees or information unlawfully obtained from the Agency in compiling its ROI Response;

(iii) it has examined this Invitation, and any other documents referenced or referred to herein, and any other information made available in writing by the Agency to Respondents for the purposes of submitting an ROI Response;

(iv) it has sought and examined all necessary information which is obtainable by making reasonable enquiries relevant to the risks and other circumstances affecting its ROI Response;

(v) it has otherwise obtained all information and advice necessary for the preparation of its ROI Response;

(vi) it is responsible for all costs and expenses related to the preparation and lodgment of its ROI Response, any subsequent negotiation, and any future process connected with or relating to the ROI Process;

(vii) it otherwise accepts and will comply with the rules set out in this Part A of the Invitation;

(viii) it will provide additional information in a timely manner as requested by the Agency to clarify any matters contained in the ROI Response; and

(ix) it is satisfied as to the correctness and sufficiency of its ROI Response.

11 Agency's rights

Notwithstanding anything else in this Invitation, and without limiting its rights at law or otherwise, the Agency reserves the right, in its absolute discretion at any time, to:

(i) vary or extend any time or date specified in this Invitation for all or any Respondents or other persons; or,

(ii) terminate the participation of any Respondent or any other person in the ROI Process.

12 Interpretation

12.1 Definitions

In this Invitation for ROI Responses, unless a contrary intention is apparent:

Agency means the government department or agency (as specified in item 1 of the

Reference Schedule) responsible for the ROI Process.

Closing Time means the time specified as such in Item 4 of the Reference Schedule by which ROI Responses must be received.

Evaluation Criteria means the criteria set out in Attachment A to this Part A of the Invitation.

Intellectual Property Rights includes copyright and neighbouring rights, and all proprietary rights in relation to inventions (including patents) registered and unregistered trademarks (including service marks), registered designs, confidential information (including trade secrets and know how) and circuit layouts, and all other proprietary rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields.

Invitation for ROI Response or **Invitation** means this document (comprising each of the parts identified in section 2 of this Part A) and any other documents so designated by the Agency.

Overview of Requirements means the overview of the Agency's requirements contained in Part B of this Invitation.

Project Manager means the person so designated in item 3 of the Reference Schedule.

Reference Schedule means the schedule so designated forming part of Part A of the Invitation.

ROI means Registration of Interest in the opportunity to provide Services.

ROI Response means a document lodged by a Respondent in response to this Invitation containing a proposal to provide Services.

ROI Process means the process commenced by the issuing of an Invitation for ROI Responses and concluding upon formal announcement by the Agency of the selection of shortlisted Respondent(s) or upon the earlier termination of the process.

Services means the services required by the Agency, as specified in Part B of this Invitation.

State means the Crown in right of the State of Victoria.

Respondent means a person or organisation that submits an ROI Response.

12.2 Instruction

In this Invitation for ROI Responses, unless expressly provided otherwise:

(i) a reference to:

(a) "includes" or "including" means includes or including without limitation; and

(b) "$" or "dollars" is a reference to the lawful currency of the Commonwealth of Australia; and

(c) if a word or phrase is defined its other grammatical forms have corresponding meanings.

Attachment A: Evaluation criteria

To the extent that the Agency evaluates any ROI Response received in response to this Invitation, the Agency will have regard to:

(i) each of the specific evaluation criteria identified in the table below; and
(ii) the overall proposition presented in the ROI Response.

Evaluation criteria	Weighting
1. Overview of Requirements (Section 3. Scope)	**80**
1.1 Operations	10
1.2 Offer	25
1.3 Compliance	20
1.4 Service	20
1.5 Other	5
2. Invitation Part C – Respondent's Response	**20**
2.1 Capability	5
2.2 Financial Viability	5
2.3 Risk and Insurance	6
2.4 Conflict of Interest	4

Invitation Part B – Overview of Requirements

1. Introduction

About Melbourne Recital Centre

Melbourne Recital Centre (MRC) is a venue of and for the 21st century: celebrating the past, welcoming the present and imagining the future, a place where artists and audiences are invited to engage, challenge and explore.

With a unique focus on music, the Centre presents and hosts hundreds of concerts each year, representing the pinnacle of the art form as practiced by Australian and international performers in a dazzlingly diverse array of styles, from early music to post-rock. The Centre's learning and access activities in and beyond the Centre provide opportunities for Victorians of all ages and backgrounds to experience outstanding performances.

Since 2009 the Centre has been home to a vibrant community of Victorian and national chamber music ensembles and is a venue for acclaimed companies such as the Australian Chamber Orchestra, Australian Brandenburg Orchestra, Australian National Academy of Music, Australian String Quartet, Melbourne Chamber Orchestra, Melbourne Festival, Melbourne International Jazz Festival, Melbourne Symphony Orchestra, Musica Viva and Victorian Opera.

The performance and function spaces

Melbourne Recital Centre comprises two strikingly beautiful spaces, carefully crafted to present the best music the world has to offer and bring musicians and music-lovers closer.

Elisabeth Murdoch Hall is lined with striking plywood panels of Australian plantation Hoop Pine timber, designed to resemble the back of a beautiful instrument and provide greater acoustic intimacy across the 1000-seat auditorium. The platform acoustics enrich the strength, clarity and blending of instruments as well as the communication between ensemble players on stage.

The superbly organic acoustics of the Hall extend to the Salon, a uniquely intimate 150-seat performance and event space. Melbourne composer Percy Grainger's 1937 graphic score, Free Music No.2 is inscribed across the surface to inspire players and audiences alike.

Several function spaces are available throughout the venue; the public foyers, a VIP room, the boardroom, a BoH green room and multifunctional rehearsal room,

Melbourne Recital Centre was registered on 2 March 2006 with the sole member being the State of Victoria, represented by the Minister for Creative Industries. Melbourne Recital Centre is a company limited by guarantee and a public entity under the Public Administration Act 2004. Melbourne Recital Centre has its own constitution and has compliance and reporting requirements under both the Financial Management Act 1994 (Victoria) and the Corporations Act 2001 (Commonwealth). Melbourne Recital Centre is registered with the Australian Securities and Investment Commission and the Australian Charities and Non-for-profits Commission.

Activity Levels

Except for about 3 weeks closure over the Christmas period, the Venue is active throughout the year. MRC prides itself on delivery of a diverse program ranging from classical and contemporary music to corporate hires, music hires and special events, including various festivals throughout the year.

For reference, in 2018 Melbourne Recital Centre hosted the following (approximate) number of events:

Music & corporate Venue hires	EMH (main hall 1000 seats)	185
Music & corporate Venue hires	Primrose Potter Salon (Studio 140 seats)	75
MRC own promotions	EMH and Primrose Potter Salon	320
Other		10
	Total	**590**

2. Context

MRC operates weekdays and weekends (throughout the day and evening), depending on the requirements of our events schedule.

Performance and function spaces are located throughout the venue, the Primrose Potter Salon is located on the ground floor and the Elisabeth Murdoch Hall (EMH) on Level 1. The public foyers are located on three levels at the front of the building. The Williams Room (and separate kitchen area with limited facilities) is located on Level 1, the Boardroom is on Level 2 and the EMH is equipped with a Green Room, also on Level 1.

Stage Door is our central contact point for staff, artists, groups, suppliers and contractors entering and existing the building. Stage Door operating hours vary depending on operational requirements, generally from 7:45am to 7:00pm. The main doors open at 9am and close at 5:30pm or following an event. A loading dock and goods lift is available for deliveries.

MRC's Box Office is located at the front of house in the ground floor foyer area, where patrons can make enquiries, purchase tickets and attend functions and performances.

MRC's administration is located on Level 2 and operates during business hours.

MRC operates a security system, which is managed by Stage Door. After closure the building is monitored by security services. Access to the building before or after hours for staff and contractors is via Stage Door.

MRC shares a laneway with the Melbourne Theatre Company (MTC). The laneway runs along the south boundary of the building and between Sturt St and Dodd St. The laneway allows access to the loading dock for deliveries and pickups as well as access to our waste and recycling bins.

It is important that the respondent become familiar with the building and its various presentation spaces. Floor plans are available, in addition to an invitation by MRC to walkthrough the building at an appropriate time (see Indicative Timetable).

Service Excellence

MRC maintains its high standards of service and as such;

- MRC seeks Caterers that provide a high standard of catering services
- MRC seeks flexibility in the delivery and content of services
- MRC seeks prompt, reliable and dedicated contractors that mix with staff, clients and patrons in their undertaking of catering service delivery
- MRC promotes its values and behaviors to all staff in the workplace, including to its visitors and contractors, and expects contractors to acknowledge this.

3. Scope

For the purpose of this ROI, the Respondent is asked to:

(i) Indicate the ability to deliver the requirements listed in the below (Table 1)

Overview of requirements

The following table list general requirements for the provision of Catering Services. Items marked "Mandatory' must be provided by the Respondent.

Table 1 - Requirements

Operations			
	Must have commercial catering experience in the corporate and live arts/performance sector	Mandatory	MRC's building is owned by Creative Victoria and operates as a live music venue. The venue delivers a broad program, ranging from its own program and arts hires to corporate / commercial events.
	Must provide suitable equipment to suit the	Mandatory	Catering services can range from simple (good value for money) platter services, providing snacks,

	catering requirements of the venue, as required		hot or cold food for to formal gala dinner services. The caterer must have the ability to provide all equipment and service ware (such as flatware, glassware, linen, menus and display ware)
	Must provide information on company size, key service staff and an overview of all services and typical delivery timeframes from enquiry to completion of service	Mandatory	
	Ability to prepare food and beverages offsite	Mandatory	Preparation areas are limited and there is no onsite kitchen. Pending on the location, there are power facilities available for fridges, ovens, au bain-maries and similar catering equipment.
Offer			
	Menus	Mandatory	Provision of a range of menus (F&B) to cater for services as outlined in Key Service Areas noted in Section 5. Fee Structure
	Range	Mandatory	Provision of menu alternatives for dietary, religious and/or cultural requirements, and associated costings for services as outlined in Key Service Areas noted in Section 5. Fee Structure
	Cost	Mandatory	Provision of all costs (menu and/or staffing, equipment, other and per head/service) to cater for services as outlined in Key Service Areas noted in Section 5. Fee Structure. We are seeking competitive offers considering cost/quality considerations typical for these services.

	Quality	Mandatory	Provision of a selection of food for assessment for quality by a panel of 6, typical for events as outlined in Key Service Areas noted in Section 5. Fee Structure. Date 12-14 June 2019 (TBC)
	Scale	Mandatory	Provision of minimum and maximum levels of services/couverts as outlined in Key Service Area examples noted in Section 5. Fee Structure.
Compliance			
	Must demonstrate compliance and adoption of OH&S and industry standards for the provision of catering services and food handling	Mandatory	MRC is highly focused on Workplace Health and Safety and we expect our contractors to provide the same level of focus. Respondents must demonstrate industry and OH&S compliance with respect to the provision of catering services and food handling.
	The caterer must hold a current Liquor License which allows operation in any location	Mandatory	
	Must provide staff that holds relevant certifications	Mandatory	Certifications such as Responsible Service of Alcohol [RSA] and Certificate 4 in Food Handling.
Service			
	Must be able to provide catering services weekdays and weekends and as required before, during and after events	Mandatory	MRC schedule events that operate during the day and late evening. These events require specific catering services as required by MRC event management
	Must provide catering services to a high standard and to the satisfaction of the MRC representative/s	Mandatory	MRC seeks to provide its artists, hirers and visitors with high quality, safe and tasty food & refreshments.

	Ability to adhere to agreed times for delivery of services	Mandatory	Many functions take place around performances, which cannot be delayed
	Must exercise duty of care, skill and judgment and must perform the services with a competent and professional manner	Mandatory	MRC is a unique venue environment and hosts a variety of events to international standard. Regular visitors include (inter)national artists, VIPs, Government representatives and business leaders.
Other			
	Must be based in Melbourne	Highly Desirable	It is highly desirable that service providers are based in Melbourne.
	Is an equal opportunity employer	Desirable	MRC prides itself on being an equal opportunity employer and seeks the same from its contractors and suppliers.

4. Other requirements

To best service all catering requirements and to provide a selection of services to clients, artists and the Organisation, MRC intends to contract a limited number of caterers on an ongoing basis and also wishes to retain the option to purchase specialist catering services, as required.

Successful contractors must agree with the provision of non-exclusivity of services.

5. Fee Structure

The Respondent's proposal should include all costs associated with providing catering services, including any costs provided by other suppliers, contractors and relevant bodies. The costs structure should indicate all one-off costs per service/head and ongoing costs as required.

The solution should provide for a schedule of rates for per event catering requirements and should include fixed monthly costs for catering services and any other costs applicable.

Typical function catering services would include, but are not limited to cocktail events, working lunches, informal dinners for artists through to formal 'silver-service' dinners.

Key service delivery areas

- Back of House -concert riders/artist catering
- Corporate – external/hires
- Corporate – internal/MRC
- Development - Gala dinner, sponsor functions

Example events are:

- Pre-concert (1 hour) and interval (20 minutes) reception for 80 guests attending a concert. Hot and cold canapés combined with serving of sponsor wine and refreshments.
- Silver-service lunch or dinner for up to 200 VIP guests, 3-course meal with serving of wine and refreshments.
- Lunch function for 40 guests. Self-service buffet style platters and refreshments.
- All day catered meetings for 10-25 guests including morning tea, lunch and afternoon tea.
- Hot food and drinks provided backstage for artists, ranging from 1-5 servings up to 30.
- Provision of cold food backstage for artists, on average ranging from 1-5 servings up to 30.

Melbourne Recital Centre retains a 10% commission on the total bill for all function catering.

Each quote must incorporate Melbourne Recital Centre's commission within the price of each item. Upon event settlement Melbourne Recital Centre will retain this commission.

6. Irregularities

The Respondent is expected to co-operate fully with any investigation that may be initiated as a result of a finding of an offence against the law or an impropriety. In the event that such an investigation makes unreasonable demands on the Respondent's time and/or resources an additional fee may be negotiated

7. Service Level and Performance

Service Level and performance will be measured in the following ways;

- A menu designed to meet MRC's typical function needs
- Pricing represents value for money
- High quality standards of food and beverages
- Pre-planning and liaison with MRC representatives is timely and constructive
- All areas in use for function catering are kept clean and in good order
- A creative and competitive approach to menu design, in particular in reference to low-budget events and/or services
- General appearance and overall presentation of personnel
- General feedback from MRC staff, artists, hirers and patrons

Feedback will form part of the regular discussions with the providers representative, frequency to be agreed with mutual consent.

8. Familiarity with relevant Acts and Standards

The Registrant should be familiar with all relevant Acts and Standards pertaining to MRC's operations and relevant to this specification.

9. Transition In requirements

MRC require that any successful respondent agree to and participate in a Transition-in process with the incumbent Catering Services Provider(s). On request, the transition-in process will provide the incoming catering services providers with the opportunity to review, learn and experience catering requirements and facilities at MRC, prior to commencing the provision of services. It also provides opportunity to organise security passes, keys and become familiar with amenities at MRC.

10. Submission Documents

Melbourne Recital Centre requests the following documentation and general company information from prospective caterers:

- Relevant company name, ownership and management details
- Summary of experience & expertise and 3 referees
- Vision and mission statements
- Affiliations (if applicable)
- Menus, which include Melbourne Recital Centre 10% commission
- Liquor license
- Compliance documentation required for provision of catering services to the public
- A Food Safety Plan including work place hygiene, food safety supervisor training, risk management
- OHS Plan
- Environmental Management Plan
- Evidence of required insurances as follows:
    - $10 million Public Liability Insurance
    - $10 million Product Liability Insurance
    - Comprehensive Third-party Property and Damage Insurance in respect of all equipment, furniture and other property owned by the Contractor situated or located at the Premises, and
    - Work Cover Insurance in respect of the Contractor and its employees.

11. Building

MRC is a located on the CNR Southbank Boulevard and Sturt Street, Southbank.

Plan	
Reference	Crown Allotment 2338, City of South Melbourne, Parish of Melbourne South SPI (Standard Parcel Identifier): 2338\PP3084D (Part former Crown Allocated 2180)
Reservation	Public purposes
Purpose	Reserved for public purposes (Arts and Recital Centre)
Size	Sturt St Frontage: 57.96m Southbank Boulevard frontage 42.89m Northern (rear) boundary 57.96m Eastern boundary 42.95m
Total Land	2,487 square metres

Attachment A: Venue Hire Information 2019