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1 REQUEST FOR PROPOSAL INVITATION

The purpose of this is to obtain proposals for operating a café 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 will respond to queries as they arise and may forward the response to all other suppliers responding to this RFP.

Site visits must be coordinated should you need to inspect the area. They will generally be conducted after 4:30pm weekdays.

All questions and clarifications regarding this RFP must be directed to Merle Strudthoff, QEC Operations Manager, at merle.strudthoff@qldc.govt.nz or 03 450 0521.

2 SCOPE OF SERVICE

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 for the proposed café fit-out, noting that tables and chairs are supplied by QEC and already exist on site. The plan should clearly identify any additional fit-out requirements that the Lessor would need to supply, if any.
The proposal may also outline options for expanding or mobilising the operation during peak sporting or event days (for example, the use of a mobile coffee cart within the QEC grounds). Where a mobile coffee cart forms part of the proposal, the Agreement with QLDC will include a first right of refusal for the provision of coffee services 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.
- Must include environmental and green initiatives such as recycling, rubbish mitigation, and compliance with our SUC-free (single-use cup free) requirement.
- 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.

3 PROPOSAL

3.1 PROPOSAL ANALYSIS

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

- Title page;
- Staff Profile, or at minimum a proposed staffing structure and how the café will be operated on a day-to-day basis;
- Health and Safety Plan/s (if currently available);
- Current food hygiene rating (if applicable);
- Insurance Certificates (if currently available);
- Conflict of Interest declaration.

3.2 CRITERIA

Proposals will be evaluated by reference to the following criteria:

1. Required Solution

Proposals will be assessed on the quality and suitability of the proposed café operation in response to the Scope of Service.

- **Café Concept & QEC Fit**
How the proposed café offering supports the sport, health, and community focused environment of QEC.
- **Food & Beverage Offering**
The proposed food and beverage range, including healthy, fresh options and barista-style coffee, and how affordability will be achieved for QEC users.
- **Operating Model**
How the café will operate on a day-to-day basis to meet required opening hours, peak usage periods, and events.
- **Fitout & Service Delivery**
The proposed café fitout and customer seating, including any service extensions (e.g. mobile coffee cart) and how these would operate within QEC.
- **Compliance, Sustainability & Initiatives**
How environmental requirements (including SUC-free operations) and relevant health and safety obligations will be met, and any added initiatives that support customer engagement.

2. Capability & Capacity

Proposals will be assessed on the proposer’s demonstrated ability to successfully deliver and sustain the required solution.

- **Experience**
Relevant experience operating cafés or similar food and beverage businesses, including examples of comparable operations.
- **People & Resources**
Key personnel, proposed staffing structure, and the skills and experience that support consistent service delivery.
- **Service Quality & Reliability**
How service standards, consistency, and customer experience will be maintained over time.
- **Capacity to Deliver**
Demonstrated ability to operate within the required hours, manage seasonal fluctuations, and respond to peak demand and events at QEC.

As a minimum, QLDC requires that the café be operational during the following times:

Summer hours Mid Oct/Start of Term 4 until early April/End of Term 1	Winter Hours Early April/End of Term 1 until mid Oct/Start of Term 4
Monday – Friday 7:00am – 2:00pm	Monday – Friday 7:00am – 4:00pm

Saturday 8:00am – 2:00pm	Saturday 8:00 am – 2:00pm
Sundays & Public Holidays Not required	Sunday 8:00 am – 2:00pm <i>as required (Winter Sports, Events)</i>
	Public Holidays Not required

3. Value

Proposals will be assessed on the value offered to QEC customers and the wider community.

- Does the proposed menu represent good value for the average QEC user?
- Are affordable food and beverage options clearly demonstrated?
- Is pricing appropriate for a sport and community facility?

A sample menu with pricing must be provided.

4. Initiatives

Proposals will be assessed on additional benefits that enhance the QEC customer experience beyond core café operations.

- What initiatives will be introduced to encourage repeat patronage and customer loyalty?
- Are there any social, community, or wellbeing initiatives aligned with QEC’s purpose?
- How will customer feedback be gathered and used to improve the service (e.g. surveys, apps, or other tools)?

5. Quality of Response

Proposals will be assessed on the overall quality and completeness of the submission.

- Is the proposal clear, well-structured, and easy to evaluate?
- Does it respond directly to the requirements of the RFP without unnecessary duplication?
- Does the proposal demonstrate a sound understanding of QEC, its customers, and operating environment?

4 EVALUATION OF PROPOSALS

Proposals will be generally evaluated using the Weighted Attributes Method.

Weightings will be applied as follows:

Criteria	Weighting
Required Solution	40%
Capability & Capacity	40%
Value	10%
Initiatives	10%

5 LOCATION / THE SPACE

The Café is located within the main foyer area of the Queenstown Events Centre – Joe O’Connells Drive, Queenstown.

View [Appendix 1](#) for the building layout and pictures of the current fitout.

Access to water and electricity is supplied. There is limited capacity to prepare food onsite and no commercial oven so fresh food will need to be delivered to site as required.

There is a small, exclusive storeroom located directly beside the café space, as well as additional storage located in another part of the building that is shared with our cleaning contractor.

6 GENERAL

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

Rent – \$15,000.00 per annum plus GST. If this rent is not attainable, we welcome the submission of an alternative rent proposal.

Rent Review – Rent will be subject to a market rent review upon renewal of the lease.

Commencement – 21 July 2026

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

- All tenanted fixtures, fittings, and equipment (e.g. coffee machine, point of sale and EFTPOS systems), including any maintenance and repairs required
- Cleaning supply for the leased area

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

7 SUBMISSION OF PROPOSALS

All submissions must be submitted via the form on our website by **5.00pm on Friday, 22nd May 2026.**

A hard copy of the proposal is not required.

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

APPENDIX 1

EXISTING LAYOUT



