

Provision of Café and Catering Services at the Australian High Commission, Port Moresby
Frequently Asked Questions (FAQs)

1. Approximately how many people attend the ad hoc functions?
 - The number can be anywhere between 5 – 100 people or whole of mission (approximately 335 people) at a function
2. Approximately how many ad-hoc functions are held at the AHC?
 - Approximately 1 per month
3. How many meals are purchased at the cafeteria per day?
 - Approximately 50 per day.
 - Additional snacks and coffees are purchased throughout the day.
4. Is there a menu?
 - Yes, there is a current menu. However, the respondents are required to provide an indicative menu as part of the proposal as per the RFQ
5. Is there a requirement for Halal meat to be served?
 - No, there is no requirement for Halal products.
6. Who is responsible for repair and maintenance (R&M) of any equipment breakdown?
 - R&M is covered by the AHC in-house maintenance team, electrical R&M issues are outsourced to an approved external electrical contractor, and facilities issues are attended to by JLL, who are the approved facilities manager for the AHC;
 - The catering service provider is responsible for the upkeep and maintenance of any equipment it provides.
7. Can alcohol be at the cafeteria?
 - No, however the successful service provider may be asked to serve alcohol provided by the AHC during ad-hoc functions.
8. By what time does the contractor need to leave the premises?
 - By 4:30pm and no later than 5:30pm.
 - After-hours access can be arranged for out of hours functions or maintenance
9. Is the existing service provider leaving after their contract ends?
 - The current contract will expire 31 October 2023 and the AHC is testing the market
 - The incumbent is free to submit a quote as part of this process
10. Who is responsible for the cost of rubbish removal?
 - The contractor is responsible for removal of waste from the café/kitchen to the designated waste removal area (skip) behind the Chancery building using proper disposal methods (sealed bags);
 - The AHC is responsible for the cost of emptying the skip bins.
11. Is there a limit to the number of staff the service provider hires?

- There is no limit to the number of staff provided by the contractor. However, the contractor must ensure at all times that it has sufficient staff at all times, and that its staff are appropriately skilled and who at all times wear smart and consistent uniforms, who are experienced and knowledgeable regarding food, including food safety, and are customer service focussed.
12. Is the service provider required to have Public Liability cover in place?
- Yes, this requirement is outlined in Item 9 of the draft contract
 - Indemnity and insurance information is provided in the Draft Contract at C.C.9 Liability of the Supplier
 - Respondents should note the separate requirement under D.3 of the Draft Contract to hold workers' compensation insurance for their personnel
13. Can changes be made to the menu and how often can changes be made?
- Changes can be made and would most likely depend on customer requests.
14. Are there any additional charges to the service provider for use of the cafeteria space?
- No rent is charged for use of the space
 - Utilities are not charged ie: no charge for use of power, water and gas
 - There are no additional charges unless there are damages due to negligence on the service providers part
15. Is the cash register part of the cafeteria equipment?
- No, the successful service provider would need to provide their own.
16. Is it necessary for the successful service provider to gain police clearances for its staff?
- Yes
17. Why isn't the catering services covered by the Facilities Managers?
- JLL has a global facilities management contract which does not include catering services
18. Will plumbing/electrical outlets be provided for the coffee machine?
- This is already in place with the current service provider
 - Further building modifications may be possible and is subject to negotiation
19. Who is the current service provider?
- The current service provider is Aspirational Limited T.
20. Who is responsible for the cleaning costs?
- The service provider is responsible for cleaning costs
21. What equipment is provided by the AHC?
- A list of equipment provided by the AHC is provided in Attachment A – Annex 1 of the Draft Contract