

Expression of Interest

Ballina Visitor Information Centre Tasting Table

EOI Closing Date
14 January 2018



Ballina Visitor Information Centre
6 river street ballina nsw 2478
t 02 6686 3484 • e discover@ballina.nsw.gov.au
www.discoverballina.com

INTRODUCTION

The Tasting Table within the Ballina Visitor Information Centre has been established to showcase produce from the Northern Rivers region to visitors. The Tasting Table enables visitors to sample, hear stories and engage with food production within the region. The aim of the Tasting Table is to disburse visitors out into the region to engage with the produce at the site of production or other visitor attraction.

Initially the Ballina Visitor Information Centre is seeking local businesses/ food producers to be involved in the Tasting Table program as demonstrators. There is no fee to offer product samples at the demonstration Tasting Table. It is also recommended that there be no charge to the visitor to sample your product(s). It would be of benefit if the visitor could purchase your retail items through the Ballina Visitor Information Centre 7 days a week.

The Tasting Table will be open every weekend from 10am-2pm both Saturday and Sunday.

This is an opportunity to bring your sample products into the Ballina Visitor Information Centre and share the story, either one weekend day per month or both Saturday and Sunday each month. We will trial the Tasting Table for a period of six months.

Please note there is no opportunity to prepare food at the Ballina Visitor Information Centre, all samples shall be ready to serve upon arrival at Ballina Visitor Information Centre.

ESTIMATED PROCESS TIMELINE

Expressions of interest open	Wednesday 8 November until Sunday 14 January 2018
Expressions of interest close	Sunday 14 January 2018
Applications assessed	Week beginning Monday 15 January 2018
Successful participants advised	Week beginning Monday 15 January 2018
Proposed start date	Saturday 20 January 2018
All unsuccessful applicants advised	Thursday 1 March 2018

PRODUCT SUPPLIERS EXAMPLE CALENDAR

Product demonstrators can nominate as part of their EOI how many days (four hour periods) they would like to participate in the program each month.

DEFINITIONS

Demonstrator ‘operator’ a supplier of a consumable/edible product(s).

Tasting Table a display area set up within the Ballina Visitor Information Centre to provide consumable/edible products.

OUR EXPECTATIONS OF YOU

- The demonstrator shall provide free samples to the travelling public/users of the Ballina Visitor Information Centre.
- Demonstrators cannot sell products from the Tasting Table but can refer visitors to a tourist attraction or to purchase items retailed at the Ballina Visitor Information Centre.
- Demonstrators can bring other Point Of Sale material and brochures but should not advertise a better price at their retail facility than what can be offered to the visitor at the Ballina Visitor Information Centre.
- Demonstrators must be onsite at the Ballina Visitor Information Centre the full four hours and have prepared enough samples to last this duration. There will be no tolerance and no exceptions to this clause. Should demonstrators leave early or not show on any one occasion, demonstrators shall not be invited back and unable to participate in the program.
- Demonstrators are to provide all serving wear, toothpicks, etc. for the visitors to enjoy the consumable product.
- Demonstrators are to clear the workstation of any items at the end of your session and sanitise.
- Demonstrators are fully responsible for the safety and hygiene of their product(s).
- All perishable foods are to be stored under refrigeration, or well packed with ice.

This EOI is offered on the basis of the ability of the proponent to demonstrate the following principles:

- a. Capacity and availability to provide free product samples to visitors.
- b. Currency of appropriate compliance approvals, licences, ABN and insurances to operate.

- c. Capacity to transport the sample products between your facility and the Ballina Visitor Information Centre.
- d. Respondents must also have, or be able to obtain, and maintain public liability insurance with minimum coverage of \$20 million.

WHAT YOU CAN EXPECT OF THE BALLINA VISITOR INFORMATION CENTRE

- A workspace to demonstrate your sample products.
- A minibar size fridge within the staff tea room.
- A small freezer within the staff tea room.
- A kitchen sink within the staff tea room to clean equipment.
- Toilet for your staff to use.
- A place for staff to leave their belongings.
- A waste and recycling bin for disposing of single use items.
- A staff member to make referrals, provide directions and information and inspire the visitor to explore the region.
- The Visitor Information Centre building can be accessed from 9am on a Saturday or from 10am on a Sunday for setting up your display. Access for bump in and bump out is via the front double doors on Las Balsas Plaza or the back double doors on Regatta Avenue, Ballina.

KEY FOOD SAFETY GUIDELINES FOR DEMONSTRATORS

Demonstrators who prepare food in one location and distribute to other sites for service fall under the Manufacture and Wholesalers Inspection Program (MWIP), and need to meet the requirements of a manufacturing and wholesaling business.

Demonstrators who prepare food onsite where the food will be served in the same location need to meet the same food safety requirements as other retail food businesses, as detailed below. This includes cafes that conduct a catering service to other office locations, but only in the instance where this activity constitutes the minority (50% or less) of their business activity.

Demonstrators where catering forms the majority (51% or more) of their business activities, need to meet the requirements of the Manufacture and Wholesalers Inspection Program.

If you are unsure what classification your business is, contact the NSW Food Authority.

Notification & Licensing

Demonstrators need to notify the Food Authority of their business and food activity details.

You need to keep your notification up to date if any of your details change after you have notified, so it's a good idea to keep your reference number.

Food Safety Supervisors

Demonstrators must appoint a Food Safety Supervisor to their business if food they prepare and serve is ready-to-eat, potentially hazardous (ie needs temperature control). The aim of the food safety supervisor is to prevent individuals from becoming ill from food poisoning as a result of incorrect handling and preparation of food.

Food Safety Controls

Demonstrators need to take special care in the preparation and handling of food as well as transport and storage.

Other potential problems include inadequate handling of food that's been prepared at one site and transported and served at another site, and facilities that are ill-equipped or unsuitable for the volume of food being prepared.

Skills and Knowledge

Food handlers should be adequately trained in food safety and personal hygiene.

When delivering food, maintain all food at the correct storage temperature. Transport vehicles should be designed and constructed in accordance with NSW legislation.

Legislation & Standards

Demonstrators need to meet the same food safety requirements as other retail food businesses.

This includes:

- notifying their local council of their business and food activity details
- appointing a Food Safety Supervisor
- meeting the requirements of the Food Standards Code
 - Standard 3.2.2 - Food Safety Practices and General Requirements
 - Standard 3.2.3 - Food Premises and Equipment
 - Part 1.2 - Labelling and other information requirements

SUBMITTING AN EOI

To lodge an EOI, you must fill out and return the Respondent's Proposal Form to the Ballina Visitor Information Centre. This will form the basis of your proposal. Other information and images pertinent to your proposal are also encouraged to support your application.

Responses to this EOI will be received up until Sunday 14 January 2018. You must submit your EOI direct to Ballina Visitor Information Centre via email at discover@ballina.nsw.gov.au or in hard copy to the Ballina Visitor Information Centre located at 6 River Street, Ballina.

For further information please contact the staff at Ballina Visitor Information Centre by telephone on 02 6686 3484.

INFORMATION REQUIRED

Respondents should provide the following information for consideration under this EOI process.

- e. business bio and website
- f. three images of your product
- g. wholesale product price list (for stocking retail items at Ballina Visitor Information Centre)
- h. special consideration will be given to Ballina Shire businesses

- i. nominate your preferred weekend i.e. first weekend each month.

ASSESSMENT CRITERIA

All applications considered by the Ballina visitor Information Centre will be assessed having regard to the following Mandatory Criteria and the Qualitative Criteria, as well as any other matter Council determines to be relevant. Council will determine the weight given to each of the Qualitative Criteria at its absolute discretion and may also take other matters into consideration when assessing proposals. EOIs should address the criteria outlined below.

MANDATORY CRITERIA

Any Mandatory Criteria will not be point scored and instead each EOI will be assessed on a Yes/No basis as to whether the Mandatory Criteria is satisfactorily met. An assessment of “No” against any one (1) or more of the Mandatory Criteria may eliminate the Expression from consideration.

1. Insurance

Respondents must also have, or be able to obtain, and maintain public liability insurance with minimum coverage of \$20 million.

2. Food Safety Compliance

Respondents are required to hold a current NSW Food Safety Supervisor certificate and be willing to submit food safety and risk management plans if required.

3. Availability to demonstrate one Saturday and one Sunday each month

Respondents are required to operate the Tasting Table at least one Saturday and one Sunday each month.

QUALITATIVE CRITERIA

Qualitative Criteria will be ranked in respect of each criterion on a scale of 0 to 10, with 10 meeting the criterion to an excellent standard, and 0 failing to meet or address the criterion. It is essential that respondents address each Qualitative Criterion. Failure to provide the information required in any Qualitative Criterion may eliminate an EOI from consideration. Responses will be ranked in respect of each Qualitative Criteria as follows:

10	Excellent
8	Very good
6	Good or above average
4	Acceptable
2	Marginally adequate
0	Fails to satisfy required standards

Respondents should note: Failure to obtain a ranking of 4 or higher in any Qualitative Criteria may result in an EOI not being considered in the final evaluation;

The ranking and criteria weighting percentages are both used to calculate the final scoring of proposals; and

The scoring system to be used by Council is provided as a guide only, and Council reserves the right to utilise an alternative scoring system if considered more appropriate.

The qualitative criteria to be applied to the evaluation of EOIs received are as follows:

1. Tell us about your range of local products (25%)

What items are in your range? Where is the produce grown and share with us what is great about this place.

2. Is your local produce perennial? When is it in season and are you able to offer free samples year round? (20%)

The respondent should detail when sample product would be available for offering from the tasting table and any preservation methods.

3. Tell us about the story behind your local produce? (35%)

Who are the local people? What is the production progress? Where and how did this journey begin?

4. Describe your experience in, and/or commitment to, environmentally responsible operations and initiatives (10%)

As a minimum, the following should be demonstrated in the response to this EOI:-

- Consideration of waste management principles, including waste minimisation, recycling and diversion of biodegradable materials from the general waste stream.
- Site management to reduce off-site impacts.
- Packaging reduction principles.

5. Knowledge and understanding of the principles and practices of risk management and work health and safety, and ability to apply them to catering (10%)

Applicants must demonstrate the ability to operate independently with limited support by Centre staff.

RESPONDENT'S PROPOSAL REQUIREMENTS

MANDATORY CRITERIA

1. Insurance – please supply a copy of your public liability insurance with minimum coverage of \$20 million.
2. Food safety compliance – please supply a copy of your approvals to operate
3. Availability to demonstrate two days per month – nominate your preferred weekend each month

QUALITATIVE CRITERIA

4. Tell us about your range of local produce (25%)
5. Is your local produce perennial? When is it in season and are you able to offer free samples year round? (20%)
6. Tell us about the story behind your local produce? (35%)
7. Describe your experience in, and/or commitment to, environmentally responsible operations and initiatives (10%)
8. Knowledge and understanding of the principles and practices of risk management and work health and safety, and ability to apply them to catering (10%)

REQUIRED INFORMATION

Respondents should provide the following information for consideration under this EOI process.

Provide or demonstrate the following:

- 9a. Capacity and availability to provide free product samples to visitors.
- 9b. Capacity to transport the sample products between your facility and the Ballina Visitor Information Centre.

- 9c. Business bio and website
- 9d Provide three images of your product
- 9e. Wholesale product price list (for stocking retail items at Ballina Visitor Information Centre)
- 9f. Special consideration will be given to Ballina Shire businesses

PLEASE RETURN THIS PAGE ONCE COMPLETED WITH YOUR EXPRESSION OF INTEREST ANSWERS

I acknowledge that I have read the Expression of Interest documentation and understand all associated conditions.

DETAILS OF RESPONDENT

Name	
Address	
Telephone	
Email	
Representative/ Contact	
Type of Organisation	
Date of incorporation/ Establishment	
ABN	
I/We authorise Ballina Shire Council or its delegate to effect any investigation to prove the accuracy of the statements made herein. Ballina Shire Council undertakes that any information obtained by it in connection with this application will be used only for the purpose of this application and will be treated as confidential.	
Signature	
Date	