

EOI FOOD AND BEVERAGE – DEC 2020

INTRODUCTION

Bundanon is seeking an experienced operator to deliver a distinctive, quality, food and beverage offering to complement our expanded cultural redevelopment, due to open in late 2021.

The completion of new infrastructure, designed by award winning architect Kerstin Thompson, will see Bundanon opening to the public five days a week attracting national and international audiences to the Shoalhaven region. This is an opportunity for an experienced operator to work with us to create a new cultural experience that aligns with the values and ambitions of Bundanon.

Bundanon is located approximately two hours south of Sydney on the banks of the Shoalhaven River, 20 minutes from Nowra. Situated on the 1,000 hectare property gifted to the Australian people by artists Arthur and Yvonne Boyd, the facilities will include a contemporary art museum housing the Bundanon's \$43 million art collection, a world-class creative learning centre for school students (The Bridge), 96 bed visitor accommodation, including dining, and café situated in an iconic landscape with significant heritage, architectural and cultural values.

FOOD AND BEVERAGE

Our food and beverage offer will underpin the visitor experience, with a range of distinctive food and beverage options that are delivered from spaces which are designed to inspire.

We are currently seeking EOI to provide services for the following packages either across all or a selection of packages: -

- Licensed Café
- Education
- Events, Corporate and Private Functions
- Accommodation Dining

OVERVIEW OF OPPORTUNITY

Relaunching in late-2021, Bundanon will be transformed into a major South Coast attraction with state-of-the-art facilities, an industry leading food, beverage and hospitality proposition and custom designed catering and event spaces that redefine what the Bundanon experience is all about.

Activated and thriving from morning coffee to evening events, Bundanon's Food and Beverage (F&B) proposition will become a destination in its own right, transforming Bundanon through bespoke offerings throughout the day. The successful operator will redefine the Bundanon experience, catering to our diverse audiences, from guests staying on site and the Shoalhaven community, to national and international cultural tourists.

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Bundanon's vision to deliver unique customer experiences consistent with its reputation as a nationally recognised institution for environmental immersion, artistic excellence and thought leadership will be strongly supported via the appointment of lead industry leading operator with shared values and goals in service delivery

- The successful F&B operator will create and deliver the food and hospitality vision from either their own location or the newly designed kitchen servicing both retail and catering arms.
- Following the appointment of the successful operator in mid-2021, Bundanon will provide a significant financial investment towards the design, fit out and stylisation of the spaces.
- Bundanon and the operator will work together during the run-up period to agree on kitchen equipment, retail layouts and fit- out of the retail and dining spaces.
- Bundanon will ensure the incoming operator maintains the spaces aligned with the Bundanon brand, service delivery and proposed concept to create a contemporary Shoalhaven benchmark destination.

To be considered for this exceptional opportunity you must clearly articulate your approach to delivering a high functioning multi outlet hospitality offer; provide evidence of your relevant experience; and outline your aspirations for outstanding food and hospitality service provision.

REQUIREMENTS

Interested parties will be required to provide the following information:

EXPERIENCE

* Hospitality experience, covering F&B retail (Licensed Cafe/Restaurant) and expertise within Catering/Function/Events.

FOOD AND HOSPITALITY VISION

*Detail what approach you would take in providing Bundanon F&B offer and alignment to our vision.

*For the licensed café: detail how you would transition and change the offer across the day parts from morning to night, including Education and Coffee Bar offer.

*For functions and events: detail how you would align the offer to Bundanon clientele from simple internal functions, School Children to high-end corporate events

COMMITMENT TO CUSTOMER SERVICE

*Detail your approach to effective staffing and management to achieve desired service delivery outcomes. Please outline your capabilities in delivering fast and efficient service with high operational efficiency.

*Outline your approach to maximising customer satisfaction through optimal hygiene and cleanliness and professional standards.

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FLEXIBILITY AND EFFICIENCY OF OPERATIONAL CAPABILITIES

*Detail your approach to effective staffing and management to achieve desired service delivery outcomes.

*Please outline your capabilities in delivering fast and efficient service with high operational efficiency.

*Outline your approach to maximising customer satisfaction through optimal hygiene and cleanliness and professional standards.

EVALUATION CRITERIA

COMPANY INFORMATION

- Profile of business owner/directors and key personnel
- Company details (Company name, contact details, brief description of current/past operations)
- Statement of capability/ financial viability statement.
- Disclosure of conflicts or potential conflicts of interest

INVITEE' S RESPONSE WILL BE EVALUATED AGAINST THE FOLLOWING

- Compliance with Part A.2 Overview of Opportunity
- Conflict of Interest
- Company Information and Financial Viability
- Experience
- Food, Licensed Cafe and Hospitality Vision
- Commitment to customer service

For further information, please contact:

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