

TERMS OF REFERENCE

BUILD AND OPERATE PROVISION FOR SERVICE PROVIDER TO MANAGE THE CAFE AT THE HERITAGE BUILDING, ASEAN SECRETARIAT

1. BACKGROUND

The ASEAN Secretariat (“ASEC”) premises consist of heritage and new buildings. Besides office space, both buildings also serve to organize meetings and events. It is important for both buildings to have an eatery shop to ensure the level of convenience for ASEC staff and guests at an optimal level.

Currently, only the new building has a café with a capacity of 80 pax at a time. The ASEC intends to have a Cafe at the heritage building in order to provide alternative food choices and at the same time to complement the needs and current capacity of the ASEAN Café in the new building.

The proposed space for the Coffee Shop is 152.5 sqm. It is located at the Ground Floor of the heritage building.

Given the above, the ASEC would like to invite interested service providers to fully manage the operation of Cafe by participating in the bidding exercise under the **Build & Operate** mechanism.

This paper outlines Terms of Reference (TOR) for a Service Provider to manage a Coffee Shop at the heritage building.

2. PROPOSED APPROACH

The ASEAN Secretariat will appoint a dedicated Service Provider to manage the day-to-day operations of the Cafe under **Build & Operate** mechanism. This mechanism will allow the ASEC to outsource a service provider to invest, construct, manage and maintain the Cafe during the contract duration.

3. OUTLINE OF THE PROPOSED BUILD AND OPERATE

1. The ASEC to appoint a Service Provider to manage Cafe operations under the terms to be stipulated under the Built & Operate contract.
2. Appointed Service Provider to furnish kitchen and provide all facilities for the Cafe including interior decorations.
3. Appointed Service Provider to manage Cafe until the expiration of the contract.

4. SCOPE OF SERVICE

1. The duration of the contract is one (1) year with possible renewal up to 3 years.
2. The service provider to fully manage the operation of the Cafe within the stipulated duration of the contract.
3. The service provider to manage the cleaning and maintenance service for the Cafe.

5. OBLIGATIONS AND RESPONSIBILITIES

1. Provide interior/visual design of the Cafe and provide the appropriate furniture and equipment.
2. Provide other furnishings/decorations/accessories.
3. Build kitchen facilities and storage space.
4. The service provider shall be liable for any destruction or damage to the ASEC premises. Any change or damage on the structural of the Cafe, the appointed service provider to undertake the repair and fully cover the related costs.
5. Ensure the cleanliness and neat appearance in the areas surrounding operation of the Cafe at all times and manage the regular maintenance.
6. Ensure that no goods are stored that are not permitted by law including those of hazardous, explosive, and flammable in nature that may cause risk by fire. The service provider shall be liable or responsible for destruction or damage to the ASEC's premises.
7. Undertake promotional activities to attract customers.
8. Conduct a customer satisfaction survey to gauge customers' preferences and receive feedback for improvements at the end of every year.
9. The Service Provider shall be responsible to make any payment, in whatever forms, to the government as part of its operation during the Engagement Period.
10. The Service Provider is not liable to pay the space rental and utility cost.

6. EXPECTED DELIVERABLES

1. The Service Provider to fully manage the operation of the Cafe within the stipulated duration of the contract.
2. The service provider to apply a pricing scheme by providing a price cap for each category.
3. The Service Provider to make continuous improvements, taking into account the results of the customer satisfaction survey.

7. ELIGIBILITY

Interested Service Providers are invited to submit their interest/proposal encompassing the following:

7.1 GENERAL REQUIREMENTS

1. Company profile and background in business of food service operators. Service Provider who has experience in managing the operation of Cafe for the Ministry/Agency of the Government of Indonesia, Embassy and international organization is preferable;
2. List of past and current of clients, type of service and duration of service; and
3. A copy of valid Business Registration

7.2 TECHNICAL REQUIREMENTS

Interested Service Providers mandatory to submit detailed information on the points below:

Table 1:

1. Pricing scheme	To submit the pricing scheme for the following: 1) Price range table for proposed ala carte of each category (Price from lowest to highest) i) Main order ii) Side order 2) Price range table for drinks (Price from lowest to highest) i) Hot Coffee/Tea ii) Cold Coffee/Tea
--------------------------	--

	iii) Soft drink
2. Operation Guidelines	To submit operation guidelines including but not limited to manpower planning, taking order flow, payment counter flow, cleaning and maintenance plan, quality control on the menu.
