



# **EXPRESSION OF INTEREST (EOI) CANTEEN SERVICE 2026 (EOICC004)**

**School Council**  
**Expression of Interest (EOI)**  
**Canteen Service at Patterson River Secondary College**

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**Reference Number:** EOICC004

**Submission Details:**

**Closing Time:** 3.00pm Friday October 31, 2025

**Place of Lodgement:** [rachel.lindsey@education.vic.gov.au](mailto:rachel.lindsey@education.vic.gov.au)

or

Patterson River Secondary College

PO Box 2664

Seaford VIC 3198

**Receiving Staff Member:** Rachel Lindsey

**Additional Details:** All EOI hard copy submissions must be in a sealed envelope, and clearly marked "EOI Canteen Service"

Emailed EOI submissions must state in the subject line "EOI Canteen Service"

All submissions will be held unopened until the specified closing date and time

**Submissions must follow the format attached, including the completion of all forms, plus supporting documentation and any additional requested information.**

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## **CONDITIONS**

### **1. EOI Presentations**

Patterson River Secondary College ("the School") does not warrant the accuracy of the content of the EOI. The School will not be liable for any omission from the EOI document.

### **2. Confidentiality**

The School may require persons and organisations wishing to access or obtain a copy of this EOI (or information relevant to this EOI) to execute a deed of confidentiality in a form required by, or satisfactory too, the School before or after access is granted.

Whether or not execution of a deed of confidentiality is required by the School, all persons obtaining or receiving this EOI and any other information in connection with the EOI must keep the contents of the EOI and such other information confidential and not disclose or use that information except as required for the purpose of developing a response to this EOI.

### **3. EOI Documents**

All responses to the EOI and any accompanying documents will, upon submission, become the property of the School. The School will not return any of these documents.

By submitting a response to this EOI, the service provider licenses the School to reproduce the whole or any portion of the documents which it has submitted for the purposes of, or in connection with, its evaluation, notwithstanding any copyright or other intellectual property rights that may subsist in those documents.

#### **4. Enquiries**

Enquiries concerning the EOI must be made to the following Relationship Manager:

|                |   |
|----------------|---|
| <b>Name:</b>   | <b>Adam Slater</b>                      |
| <b>Title:</b>  | <b>Assistant Principal</b>              |
| <b>E-mail:</b> | <b>adam.slater@education.vic.gov.au</b> |

All enquiries concerning the EOI must be in writing and can only be made up to three (3) days prior to the Closing Time.

The School will respond to enquiries correctly lodged in accordance with the above conditions in writing and the response from the School will be provided to all parties that have requested a copy of the EOI document.

Should a service provider contact any person other than the Contact Person nominated above (including but not limited to) any parents and School Council member or office bearer, employee, school employee, departmental officer or an employee of the current provider) in regards to this EOI, it may be disqualified from the EOI process and may be ineligible for consideration.

#### **5. Late EOI**

If an EOI is lodged after the Closing Time, it may be disqualified from the EOI process and may be ineligible for consideration unless:

- The service provider can clearly document to the satisfaction of the School that an event of exceptional circumstances caused the EOI to be lodged after the Closing Time; and
- The School is satisfied that accepting a late submission would not compromise the integrity of the process.

The determination of the School as to the actual time that the service provider's response is lodged is final. All EOIs lodged after the Closing Time will be recorded by the School. The School will inform service providers whose EOI was lodged after the Closing Time of their ineligibility for consideration.

#### **6. Incomplete EOIs**

If an EOI does not include all the information in the format required by the EOI or is incomplete in any way as determined by the School in its sole discretion, it may be rejected.

#### **7. Validity of EOIs**

An EOI will be valid for acceptance by the School for a period of 90 business days from the Closing Time. This period may be extended by mutual agreement between the parties.

#### **8. Unauthorised Communication and Improper Assistance**

Service providers are required to direct all communications through the Contact Person, unless advised otherwise by the Contact Person or the School. Unauthorised communication and/or seeking to obtain assistance of employees, agents or contractors of the School in preparation of their proposal may, in the absolute discretion of the School, lead to disqualification of an EOI submission.

#### **9. Reservation**

The School reserves the right to, in its absolute discretion, refuse to consider or accept any EOI or all EOIs. The School will not necessarily accept the lowest priced EOI nor any other EOI. The School further reserves the right to:

- a) Reject all EOIs without giving reason for the rejection; and
- b) Accept a portion or the whole of any EOI at the price or prices quoted unless the EOI states specifically to the contrary.
- c) Negotiate with one or more service providers and allow any service provider to vary its EOI.

#### **10. Preferred service provider**

Selection as a preferred service provider does not give rise to a contract (express or implied) between the preferred supplier and the School Council for the supply of Services. No legal relationship will exist between the School and the preferred supplier until such time as a binding agreement is executed by both parties.

#### **11. Conflict of Interest**

When submitting its submission, the service provider must declare any actual or potential conflicts of interest which may arise between the service provider and the School or the School and any subcontractor which the service provider proposes to engage in respect of the supply of Services.

## EOI DETAILS

### 1. Background

Patterson River Secondary College is a friendly, high performing, year 7 to 12 co-educational high school with approximately 160 staff and 1300 students, located in the South Eastern region of Victoria.

There are currently three vending machines on site, one located in the Senior School Centre, and two in the College Stadium foyer, which sells a small range of snacks and drinks.

Patterson River Secondary College's VCE Vocational Major ( VCE VM) students operate a small fundraising business in Year 11 and 12 to meet mandatory Prescribed Learning Outcomes. Provided to staff three days per week at recess are tea, coffee and hot chocolate. VCE VM events selling food items to the School community will be held no more than two times per term.

Patterson River Secondary College is part of the School Breakfast Clubs Program which provides a light breakfast for a group of students three days per week. Cup a Soups are sometimes provided in terms 2 and 3, and our Wellbeing team also hold fundraising events selling food items no more than two times per term.

Facilities available for use by the successful service provider include a purpose-built canteen kitchen (built in 2021), with fixed stainless-steel benches, (2) sinks, (2) large portable shelving units, a hand wash basin, (1) large 2 door industrial refrigerator, (1) large chest freezer and a dishwasher. See [Attachment-A.pdf](#) for a floor plan of the area to be licensed.

The school will retain responsibility for outgoings for electricity, water, gas and the landline phone located in the Canteen.

The Assistant Principal of Patterson River Secondary College offers prospective providers an opportunity to view the school canteen facilities on Friday October 10 at 3.00pm, Thursday October 16 at 3.00pm or, Friday October 17 at 3.00pm. Service providers are required to advise Rachel Lindsey, [rachel.lindsey@education.vic.gov.au](mailto:rachel.lindsey@education.vic.gov.au) of their intention to attend prior to the visit. No more than two (2) attendees from the same service provider may attend the same site visit. All attendees must sign the attendance record which will be provided at each site visit.

Further information regarding the school can be found by visiting [www.prsc.vic.edu.au](http://www.prsc.vic.edu.au)

### 2. Scope

#### **Length of Service:**

2-year contract commencing Wednesday 28 January 2026 (negotiable to ensure the canteen service is operational on this date)

At the absolute discretion of the School Council, and to be approved by both parties, the Contract may be rolled over for a further (2) x (1) year extensions.

#### **Required Operating Hours:**

Five (5) days per week, Monday to Friday during School terms 1-4, except for student free days (or as requested by the College Council or its appointee). Daily canteen operation times are expected between 8.00am –1.15pm.

The provider will be allowed access to the space between 7.00am and 3.00pm (negotiable) to provide an opportunity to set up, provide the canteen service, clean and pack up.

The canteen provider will also have access to the canteen space during school holidays for further cleaning, food preparation and stock take etc. Days/times are to be communicated with the Relationship Manager in advance.

**School Council statement:**

The School Council is seeking the services of suitably qualified companies or individuals for the provision of a healthy, nutritious, high quality and affordable canteen service to the school community for breakfast, recess and lunch (adjusted seasonally to accord with the then season).

In addition, the School Council will require catering on an ad hoc basis for internal school meetings and functions throughout the year.

The School Council believe that all employees that work in the canteen service should be facilitators of positive development who provide a safe, engaging environment and nurture healthy interactions with students, staff, associates of the school and others legitimately upon the land.

**Required regulatory compliance:**

It is the responsibility of the selected service provider to always comply with the National Law and National Regulations. Any changes to the facilities to meet these requirements will be the cost/ responsibility of the service provider.

**Child Safe Standards:**

As of 2016, all early childhood services (including canteen Service Providers) and schools are required to comply with Child Safe Standards; they include seven standards designed to ensure organisations that work with children take steps to create a culture of child safety and protect children from all forms of abuse. The standards are as follows:

- Strategies to embed an organisational culture of child safety
- A child safe policy or statement of commitment to child safety
- A child safety code of conduct
- Screening, supervision, training and other human resources practices that reduce the risk of child abuse
- Procedures for responding to and reporting suspected child abuse
- Strategies to identify and reduce or remove risks of child abuse
- Strategies to promote child participation and empowerment

**Capability of provider:**

A person's capability to operate as a canteen service provider is of critical importance. Updates in the national law as of 2017 have been identified to address this through specifying:

- Either the approved provider, a nominated supervisor, or a person in day-to-day charge must be present when a service is operating
- Services will be able to have more than one nominated supervisor
- The approved provider will be responsible for ensuring the person they appoint as a nominated supervisor must be fit and proper and have suitable skills to supervise the service
- A nominated supervisor will need to consent in writing to appointment to the role
- Each nominated supervisor and person in day-to-day charge will have to undertake child protection training

The service provider must advise as part of the EOI submission how they will implement, operate and comply with the Child Safe Standards.

**Food and drink:**

The food and drink supplied must be healthy, nutritious, varied, in adequate quantity and consider the child's growth and developmental needs. As far as possible, reasonable options for allergens, special dietary needs including, but not limited to, gluten free, diabetic and vegetarian, as well as any cultural and religious dietary requirements should be provided .

The service provider is to provide Eftpos payment facilities for the purchase of canteen food and drinks, as well as an online lunch ordering system for parents, students and staff.

An accurate weekly menu must be displayed outside the canteen area, and a menu and price list are to be uploaded to the School website prior to the beginning of each term.

Menus and pricing including any increases will require prior approval by the School Council in a timely manner to communicate with families within the School.

### **Cleaning**

The service provider will be responsible for maintaining the premises and its surrounds, fixtures, and fittings in a clean and sanitary condition also ensuring safe and hygienic disposal of all canteen waste.

### **Maintenance / Repairs:**

Any maintenance or repairs required, beyond reasonable wear and tear, must be prepared by the service provider. If these are not rectified in a timely way, the School Council may do so, and any costs will be invoiced directly to the service provider.

### **Transition / Implementation Plan:**

The successful service provider is required to provide a transition plan, which includes but is not limited to an outline of the handover process, and appropriate handling of children's details and data (if necessary).

The service provider would at their own expense need to purchase any equipment that is not already owned by the school. The School Council will manage the testing and tagging of all electrical items as per the OHS Act (2004).

Upon termination or expiration of the contract, the premises are to be left in a clean and tidy state, with all equipment in working order and the facility returned to pre-lease condition.

### **Referees:**

Service providers are required to nominate three (3) customers (preferably schools) to whom they currently provide similar services. The School reserves the right to also contact known customers of the service provider to seek customer feedback. Feedback will be sought in respect of, but not limited to, the service provider's performance, charges, responsiveness and complaint resolution.

## **3. Important Dates**

- **School site visit date(s):**  
Friday October 10 at 3.00pm, Thursday October 16 at 3.00pm or Friday October 17 at 3.00pm (As pre-arranged)
- **Preferred service provider informed of decision, and beginning of contract negotiations:**  
Friday November 21 2025
- **Commencement of canteen service to the School:**  
Wednesday 28 January 2026 - full canteen service to years 7, 11 and 12  
Thursday 29 January 2026 - full canteen service to the school community

## **4. Reporting and meeting requirements**

The service provider's representative is required to meet with the Relationship Manager once per term to review aspects of the canteen service.

The service provider will be required to report to the Relationship Manager as follows:

### **Quarterly on the following items:**

- Menu changes/suggestions – items and costs
- Staffing
- Policy changes
- Incidents

### **Within 30 days of commencing, and then on an annual basis a copy of the following:**

- Current Suitability Notices for all specified employees
- Copies of any new or renewed Insurances

### **An ad hoc basis, which would be required to be responded to within ten (10) business days:**

- Any complaints received and any action taken to resolve these complaints and the timeframes for resolution
- Child, parent and staff feedback

**Report the following within two business days:**

- Occupational health and safety matters
- Any Formal Compliance Directive issued to the Licensee by the Regulatory Authority in connection with the canteen service
- Any notice or report received in relation to the licensed area, and provide a copy of the report
- Any breaches or non-compliance with Health and Food Safety requirements

**Upon occurrence, immediately report:**

- Any matters which arise that may be deemed to impact the provision/operation of the Canteen service
- Damage to, or an accident in the licensed area
- Incidents, injuries or issues that have impacted on the health, safety or wellbeing of any child
- Where the service provider has been charged with a criminal or regulatory matter, found guilty by the court, cautioned, or otherwise pursued by either the Police, Local Authority or other regulatory body or subject to enforcement activity
- Loss of keys to the School/Canteen premises
- prior to the commencement of any new specified personnel detailing name, contact details and a copy of the Working with Children Check.



## Key Performance Indicators (KPIs)

| KPI                      | Performance Target  |
|--------------------------|---|
| <b>User Satisfaction</b> | 85% of children users to respond either at or above expected satisfaction levels based on a satisfaction survey, if requested by School Council.                |
| <b>Customer Service</b>  | 85% of adult users to respond either at or above expected satisfaction levels. This would be based on a survey devised in consultation with the School Council. |
| <b>Reporting</b>         | 100% of reports to School Council are delivered within the nominated timeframes.  |

Submissions must address the service provider's provision of quality management systems and key KPIs used to track the performance of the contract.

### 5. License Fees & Amounts Payable

Outline method of determining remuneration to the Patterson River Secondary College Council:

\$xxxx (Inc GST) per student per annum

### 6. Insurance

Minimum insurances the service provider is required to hold include:

#### a) Public Liability Insurance

**Public liability insurance:** \$AUD 20 million in respect of any one occurrence and for an unlimited number of claims.

#### b) Product liability insurance: \$AUD 5 million in respect of any one occurrence and for an unlimited number of claims.

#### c) Property Insurance

Insurance cover for the reinstatement or replacement value of the Licenced Area against the destruction of or damage to the Licenced Area and any apparatus or equipment belonging to or used by the service provider which is housed, stored, kept, or used in or at the Licenced Area.

#### d) Workcover Insurance

Insurance in accordance with the requirements of the *Accident Compensation Act 1985* (Vic) and the *Accident Compensation (Work Cover Insurance) Act 1993* (Vic) which provide the Associates of the service provider (including equivalent cover for volunteers) with cover against personal injury or sickness arising from provided goods or services or working in or on the Licenced Area.

### 7. Selection Criteria

The Evaluation Panel will assess each EOI against the mandatory and qualitative criteria as detailed below:

#### Mandatory Criteria

Invitees must respond to each of the Mandatory Criteria listed below indicating their compliance or not:

- Completion and compliance with the Patterson River Secondary College Council EOICC003
- The School reserves the right to award the whole or part of the contract to single or multiple suppliers
- No part of the Canteen License Contract is to be sold, leased, or subcontracted to a third party

#### Qualitative Criteria

In determining the best value for money, the Evaluation Panel will assess each EOI against the mandatory and qualitative criteria as detailed below. Each criterion is weighted to indicate the relative degree of importance that the School Council places on the technical aspects of the goods or services being purchased.

It is essential that each EOI address each qualitative criterion. Information that you provide addressing each qualitative criterion will be weighted by the Evaluation Panel.

**1. Experience and Capacity:**

**Weighting**

**<40%>**

- Demonstrated experience as an approved provider of a canteen service(s)
- Demonstrated ability to plan, deliver and monitor a canteen service which reflects the values of a school community
- Demonstrated knowledge and understanding of the process to develop a Quality Improvement Plan and ensure continuous improvement
- Demonstrated ability including processes used to recruit and retain staff required for the service
- Provide proposed staffing numbers to run the canteen as well as detail your ability to provide back-up personnel/equipment
- Outline how you intend to meet the capability requirements as outlined in the scope
- Demonstrated use of environmentally sustainable practices and options
- Approach to inclusion of all children with special dietary requirements and how these are communicated

**2. Value for money:**

**Weighting**

**<30%>**

- Provide an itemised menu and cost structure that offers value for money for families and encourages students to buy healthy and nutritious food
- Provide a sample of a routine ten day menu for two consecutive calendar weeks (Monday to Friday) for breakfast, recess and lunch including prices and how these are communicated
- A proposed catering menu and cost structure
- A transparent process for increasing the costs of any product sold
- The minimum spend amount (if any) to access Eftpos for the purchase of food and drinks
- Provide examples of how you would promote the canteen service to the school community
- Any value-added services, such as innovation, range of menu, employing students for work experience, canteen vouchers for the benefit of rewards and wellbeing

**3. Policies and processes:**

**Weighting**

**<30%>**

- Demonstrated experience in implementing a healthy, nutritious and varied eating program in line with the Department of Education Health Education Initiative (Healthy Canteen Kid)
- Demonstrated commitment to enacting policies and processes that reflect the needs and values of a school community
- Demonstrated understanding of compliance and regulatory requirements in operating a canteen service
- Identify how your organisation has implemented, operates and complies with the Child Safe Standards
- Commitment to information sharing
- Where applicable, provide details of works to be undertaken by sub-Licensees (provide suppliers name and contact details)

**8. Contract Documentation**

The successful service provider will be required to enter into an agreement with the School Council under the terms and conditions, as attached to this EOI.

Special conditions may be included subject to the agreement of the School Council.

[School-Council-Canteen-Licence.pdf](#)

## FORM 1 – COMPANY DETAILS

Attached is the Expression of Interest of:

|   |   |
|---|---|
| <b>Business / Corporation / Person:</b><br>(Businesses list all proprietors)  |   |
| <b>Postal Address:</b>  |   |
| <b>Street / Physical Address:</b>   |   |
| <b>Australian Business Number (ABN):</b>  | ABN:<br><b>OR</b><br>• Will you be applying for an ABN?<br>Yes <input type="checkbox"/> No <input type="checkbox"/> (mark appropriate box)  |
| <b>Is it proposed to sub-contract any part of the Goods and/or Services?</b><br>If "YES", specify full name and address of each sub-contractor and their relevant experience and expertise in relation to the offered Goods and/or Services | Yes <input type="checkbox"/> No <input type="checkbox"/> (mark appropriate box)   |
| <b>Size</b>   | Small <input type="checkbox"/> Medium <input type="checkbox"/> Large <input type="checkbox"/> Not for profit <input type="checkbox"/><br>(Mark appropriate box)<br><i>Note: Small to Medium Enterprises (SMEs) are defined as firms with less than 200 full-time equivalent employees. Under 20 full time equivalent employees is defined as Small, 20-199 full time equivalent employees is defined as Medium and 200 plus full time equivalent employees is defined as Large.</i> |
| <b>Supplier Diversity Status</b>  | Indigenous Business <input type="checkbox"/> Disability Enterprise <input type="checkbox"/><br>Social Enterprise <input type="checkbox"/> Not Applicable <input type="checkbox"/><br>Other: _____<br>(Mark appropriate box)<br><i>Note: Please include copies of relevant documentation to support your Supplier Diversity Status</i>   |
| <b>Contact Name, Phone and Fax No:</b>  |   |
| <b>Contact email address:</b>   |   |
| <b>Authorised Signature(s):</b>   |   |
| <b>Name(s):</b>   |   |
| <b>Date:</b>  |   |

## FORM 2 – OFFER REQUIREMENTS

1. Does your organisation understand and agree to provide the canteen services during the hours of operation outlined below:

☐ Yes ☐ No

| Period   | Start Time | Finish Time |
|--|------------|-------------|
| Daily canteen operation times are expected between 8.00am – 1.15pm five (5) days per week, Monday to Friday during School terms 1-4, except for student free days and the last week of term 4 (Or as requested by the College Council or its appointee). | 7AM        | 3PM         |

The hours of operation cannot be varied without agreement in writing from a nominated representative and relevant regulatory approvals.

*(if alternative hours are proposed, please attach details)*

*Response:*

2. Does your organisation understand and agree that the proposed Commencement Date for the canteen service is Wednesday 28 January 2026.

NOTE: This date is proposed only, and the exact commencement date will be agreed to by the school and any successful service provider and may depend on regulatory approvals.

☐ Yes ☐ No

3. Has your organisation made full disclosure of all fees and charges?

☐ Yes ☐ No

*If No Response:*

4. Does your organisation currently have the financial capacity to deliver the service?

☐ Yes ☐ No

*Please provide details of your organisation's financial capability, such as a credit check, or steps that will be taken to improve the financial capability:*

**FORM 3 – CONFLICT OF INTEREST DECLARATION**

I / We, \_\_\_\_\_(the approved provider), make the following declaration of any actual or perceived conflict of interest, including but not limited to any pecuniary or other interests in Patterson River Secondary College or any relationships our staff and office bearers have with Patterson River Secondary College’s management, staff and/or School Council members.

**Name (print)**

**Signed:**

**Date:**

**FORM 4 - REFEREES**

1. Where possible, provide details of up to three (3) customers (preferably schools) to which your organisation has/is provided/providing a similar Service. NOTE: These schools may be contacted to verify past/present performances.

| ORGANISATION | CONTACT PERSON | CONTACT NUMBER | EMAIL ADDRESS |
|--------------|----------------|----------------|---------------|
|              |                |                |               |
|              |                |                |               |
|              |                |                |               |



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