

Request for Proposal – Operation of The Galley

Tenderee - Waikanae Boating Club Incorporated, hereafter referred to as the **Club**

Tenderer – The company that wishes to submit a proposal for this opportunity, hereafter referred to as the **Operator**

Introduction

Waikanae Boating Club Incorporated is a member-based society operating from clubrooms at Waikanae Beach. The Club was established in 1961 and formally constituted in 1966. It has operated in various forms since that time. It is operated by a Management Committee on behalf of the members and provides a range of boating, fishing and social activities for members, guests and members of affiliated clubs.

Key areas of commercial operation for the Club are the licenced bar and an on-site restaurant – The Galley. The bar is operated by the Club directly and the Galley has historically been independently operated by a commercial catering business. The bar and the Galley need to both be operational in order to fulfil the needs of our members and of course we have to have a range of food options available to meet our obligations under our liquor licence.

The Club is currently undergoing a major renovation project which will see new club facilities built including a new commercial kitchen and restaurant area. When the work is completed, it is expected that the facilities will attract many new members and that it will be seen as one of the most sought-after dining venues on the Kapiti Coast with waterside views of Kapiti Island and dazzling sunsets on the doorstep.

Background

We do not currently have an operator for The Galley. We are fulfilling our licence requirements through a small in-house menu and a partnership with another local restaurant. Our intention was to wait until the new building was closer to completion before seeking a new Operator, however we have surveyed our members to see what type of restaurant they want the new Galley to be and it is clear that they want us to make changes earlier than we originally planned.

We are now committed to finding a new Operator for the Galley who will be able to start working in the existing premises and work with us through the transition to the new premises. The advantage of this to the successful applicant will be the ability to shape and develop the new area ahead of taking over.

The Club will not consider an employment arrangement, and we expect all applicants to be able to manage and operate a viable catering business successfully, ideally with a proven track record.

This arrangement will rely on clearly defined agreements being in place and a robust and committed partnership approach. The Operator will be a member of the Business and

Operations Sub-Committee of the Club and will be required to work closely with the Bar Manager and have input into the overall delivery of business operations of the Club.

Timeline

1. Request for Proposal issued	12 th November
2. Submission Deadline	29 th November
3. Evaluation of Submissions by Panel	2 nd December
4. Interviews to be Conducted	4 th - 7 th December
5. 2 nd Interviews to be Conducted	9 th – 11 th December
6. Negotiations with Preferred Candidate	12 th – 14 th December
7. Operating Agreement Issued	16 th December

Financial Arrangements

The Club does not expect to charge rent.

All food orders will be inclusive of 5% service fee to the Club as a contribution towards the cost of administering payments, including (but not limited to):

- For kitchen and fixed assets maintenance, repair and replacement
- For staff time
- For accounting purposes

The Club will be responsible for:

- Taking food orders and payments across the bar and passing them to the kitchen
- Replacement of any fixed kitchen assets
- The operation of the bar
- Weekly payments to the Operator of the net proceeds of all purchased Galley meals

The Operator will be responsible for:

- Small kitchen equipment
- Payment of Galley accounts for utilities
- Employment of any Galley staff
- Purchase and supply of all food and supplies

Scope of the Agreement

The Operator will operate their catering business from the Club's premises.

The Operator will be available to provide restaurant services on Club nights – these are currently Thursday to Sunday with some requirement to extend hours in busy periods by agreement with the Bar Manager.

The Operator will give an undertaking to support the Club with additional catering options at other times, such as, additional events, extended opening times, permanent changes to the Club's opening hours to meet Member demand, or as other opportunities arise.

The Operator may cater for non-Club events from the premises provided that any external catering is not prioritised over the needs of the Club or its Members.

The Operator may offer a takeaway service for Members provided that any takeaway catering is not prioritised over the needs of the Members present in the restaurant.

The Operator shall be the exclusive catering supplier to the Club and no other company shall be engaged to cater for any paid events. The Club reserves the right to run Member led events such as social barbeques for outdoor fishing competitions etc.

The Operator shall make available easily prepared food options for Club staff to 'heat and serve' should Members wish to eat at times when the bar is open outside of the Galley's operating hours to ensure the Club remains compliant with its host responsibility under the terms of its Liquor Licence.

All supplies for the provision of catering from the Galley shall be purchased by the Operator and invoiced to the same. It is the sole responsibility of the Operator to ensure that sufficient food stock is on hand and that stock is maintained in accordance with relevant legislation and bylaws.

The Operator will be responsible for compiling and delivering a menu in line with the requirements of the membership – see **Schedule A** (results of recent membership survey) of this document for details.

The Club shall seek regular feedback from the Members using the Galley and provide such feedback to the Operator as it is reasonably available.

The Operator must understand the needs of the Club and its members and be prepared to offer catering to meet those needs.

The Club and the Operator will work together to devise an integrated booking system to enable members to book tables, any such system will be visible to both parties to ensure that members needs are understood, easily managed and all parties' needs are met.

The Club shall bear the responsibility of ensuring that only eligible members, their authorised guests and visitors with reciprocal rights access the Galley.

The Club shall be responsible for all promotion of the Galley through the membership network and the Operator shall not advertise or promote the Galley directly through any other medium. The Club understands that the Operator may provide external catering but promotion of such services are not to be in the name of the Galley or the Club.

The exact terms of the arrangement shall be negotiated and formalised between the Club and the successful Operator before any services are provided.

Potential Opportunities and Roadblocks

The Club acknowledges that the hospitality sector has been through some difficult times recently and that there is a risk in setting up a new venture. An experienced Operator should be able to bring expertise to the Club where there is a captive audience wanting to purchase good food.

The rebuild of the Club premises and the plans for the associated increase in membership will provide a very stable customer base for the Operator.

The premises will be increased in size and will present as a beautiful beachfront setting.

The Galley was previously very successful when the Operator was meeting the membership needs and the feedback supplied at **Schedule A** indicates that there will be strong support for an Operator to resume the service on a similar basis.

The Club is membership based and whilst some members may be open to innovative menu options, the majority of members overwhelmingly want to be able to order familiar menu items and this must be the priority.

Menu design can be made interesting to the Operator through limited 'Menu Specials' so long as the majority can be catered for.

The Club has not been in a position to offer private events on any sort of scale; however, this can change with the completion of the rebuild. There will be more space for private events and that will obviously provide additional catering opportunities.

The Club expects the new clubrooms to bring an increase in opportunities for catering which we need an Operator to understand and work in close partnership with us to achieve.

The Club expects the new Operator to be able to build a successful restaurant in the Galley which can be part (or all) of the Operators business.

Evaluation Criteria

The initial evaluation will be based on the submissions received and will be paper based.

The Business and Operations Sub-Committee will work with local industry specialists to review the submissions received.

Operators will be assessed considering the following priority areas:

- Current operations
- Previous operations
- Understanding of the intent of this document
- Experience of working in a membership-based setting
- Menu planning
- Flexibility and attitude
- Vision

Operators that demonstrate to the Sub-Committee that they may offer a good solution for the Club may be invited for an initial interview with the panel between 4th - 7th December, as outlined in the process above.

Applications

All applications should be submitted:

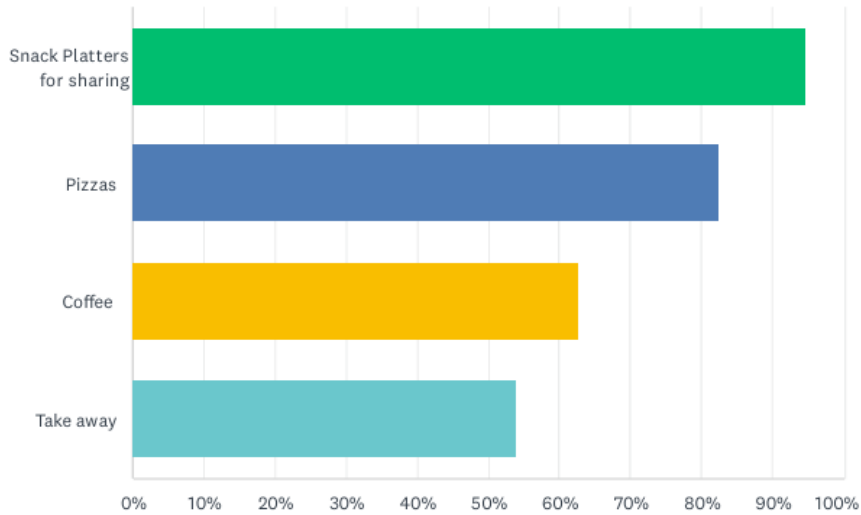
- No later than 5.00pm on 29th November 2024
- Electronically in PDF format
- Marked 'In Confidence'
- Addressed to The Commodore
- Emailed to: Commodore@wbclub.org.nz

SCHEDULE A

Results of Membership Survey – The Galley, September 2024

Q1 Do you think the Galley should offer: (tick all that apply)

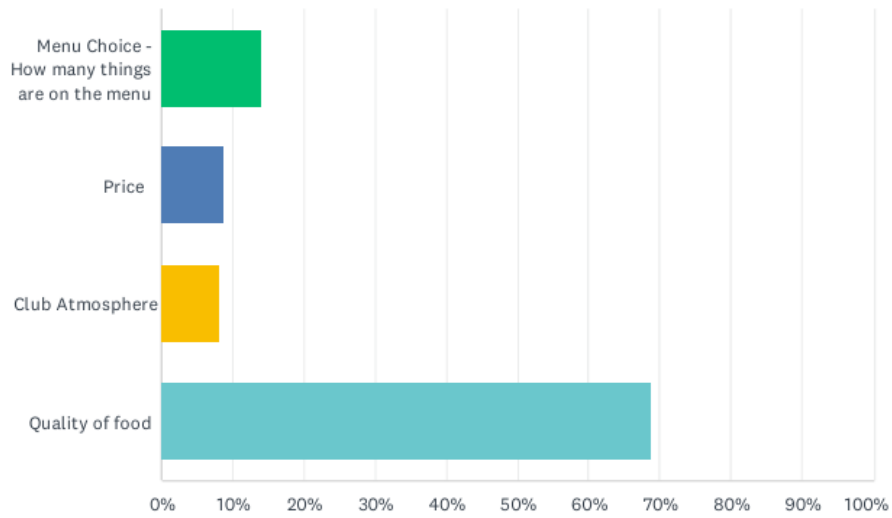
Answered: 286 Skipped: 6



ANSWER CHOICES	RESPONSES	
Snack Platters for sharing	94.76%	271
Pizzas	82.52%	236
Coffee	62.94%	180
Take away	53.85%	154
Total Respondents: 286		

Q2 What is most important to you: (tick one only)

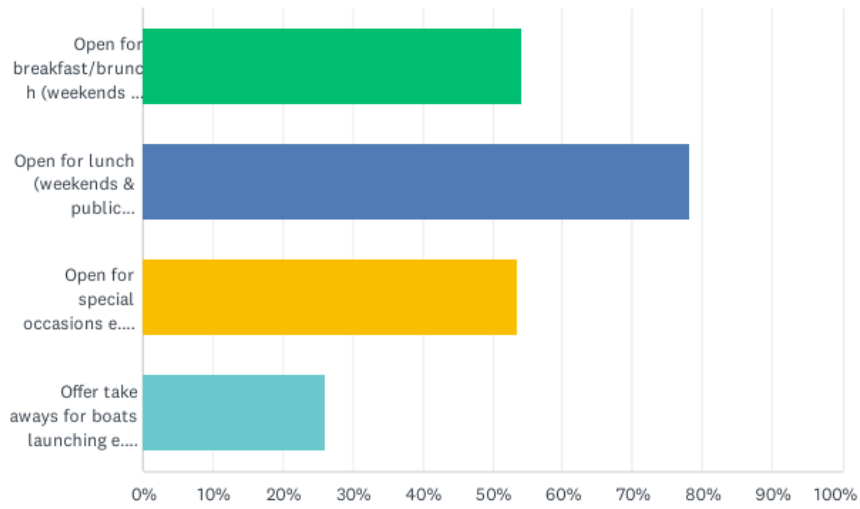
Answered: 292 Skipped: 0



ANSWER CHOICES	RESPONSES	
Menu Choice - How many things are on the menu	14.04%	41
Price	8.90%	26
Club Atmosphere	8.22%	24
Quality of food	68.84%	201
TOTAL		292

Q3 In busy times, should the Galley operate for longer hours: (tick all that apply)

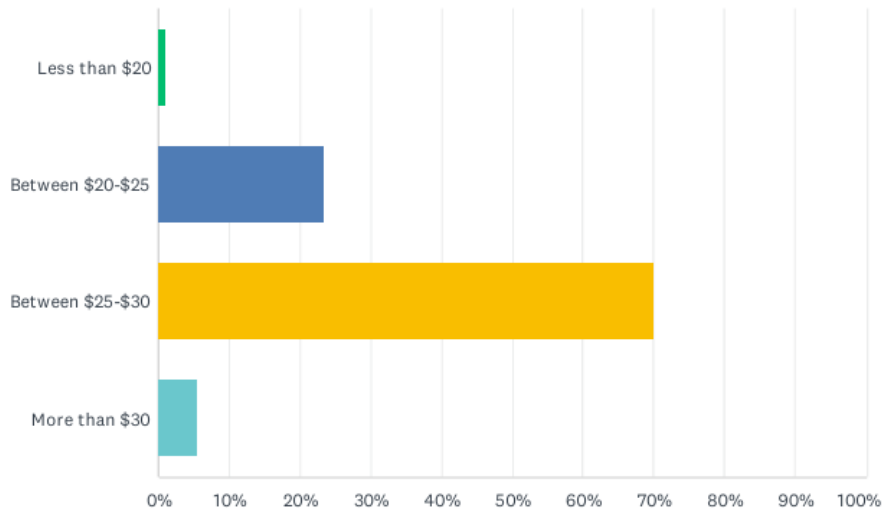
Answered: 275 Skipped: 17



ANSWER CHOICES	RESPONSES	
Open for breakfast/brunch (weekends & public holidays)	54.18%	149
Open for lunch (weekends & public holidays)	78.18%	215
Open for special occasions e.g. Mother's Day	53.82%	148
Offer take aways for boats launching e.g. breakfast rolls, sandwich packs, coffee	26.18%	72
Total Respondents: 275		

Q4 Adult Dining – how much would you prefer to pay for a main course: (tick one only)

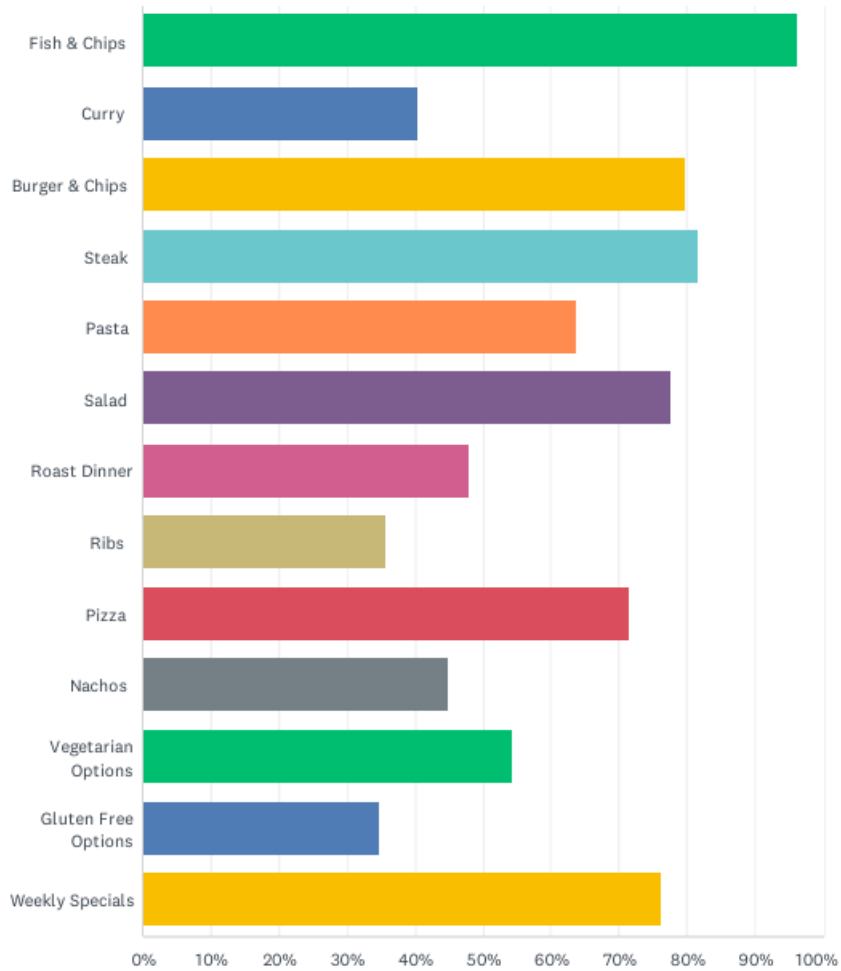
Answered: 291 Skipped: 1



ANSWER CHOICES	RESPONSES	
Less than \$20	1.03%	3
Between \$20-\$25	23.37%	68
Between \$25-\$30	70.10%	204
More than \$30	5.50%	16
TOTAL		291

Q5 Menu Choices – what do you think should be on the menu for a main course: (tick all that apply)

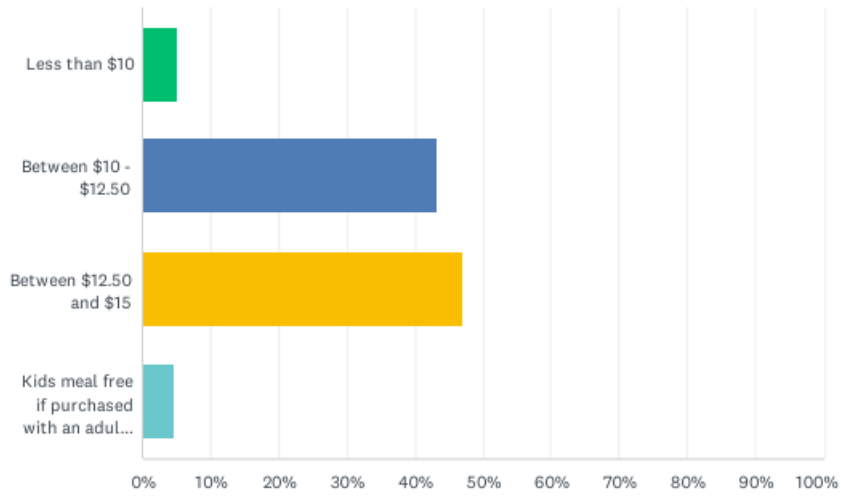
Answered: 290 Skipped: 2



ANSWER CHOICES	RESPONSES
Fish & Chips	96.21% 279
Curry	40.34% 117
Burger & Chips	79.66% 231
Steak	81.38% 236
Pasta	63.79% 185
Salad	77.59% 225
Roast Dinner	47.93% 139
Ribs	35.52% 103
Pizza	71.38% 207
Nachos	44.83% 130
Vegetarian Options	54.14% 157
Gluten Free Options	34.83% 101
Weekly Specials	76.21% 221
Total Respondents: 290	

Q6 Children's Dining – how much would you prefer to pay for a child's meal: (tick one only)

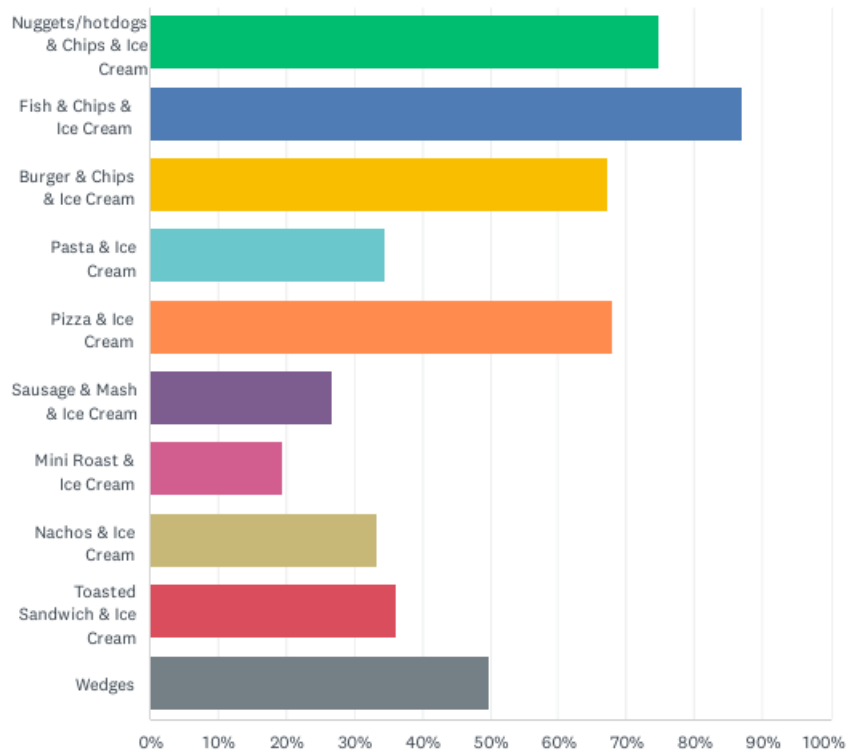
Answered: 268 Skipped: 24



ANSWER CHOICES	RESPONSES	
Less than \$10	5.22%	14
Between \$10 - \$12.50	43.28%	116
Between \$12.50 and \$15	47.01%	126
Kids meal free if purchased with an adult main meal	4.48%	12
TOTAL		268

Q7 Menu Choices – what do you think should be on the menu for children's meals: (tick all that apply)

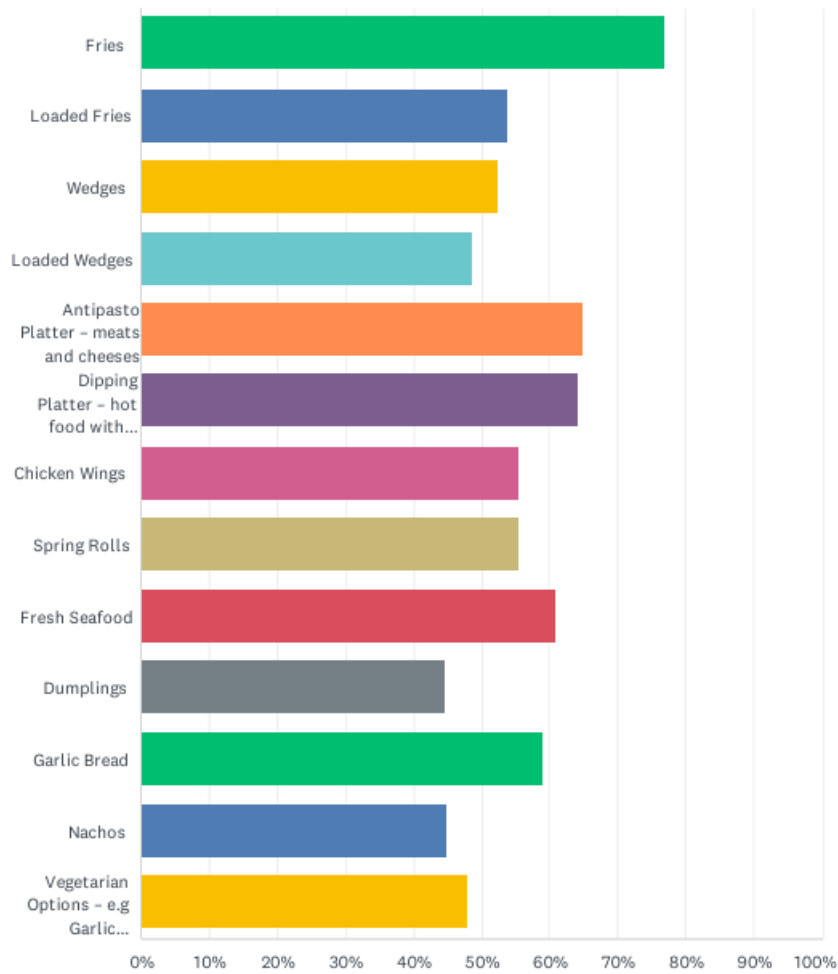
Answered: 252 Skipped: 40



ANSWER CHOICES	RESPONSES	
Nuggets/hotdogs & Chips & Ice Cream	74.60%	188
Fish & Chips & Ice Cream	86.90%	219
Burger & Chips & Ice Cream	67.06%	169
Pasta & Ice Cream	34.52%	87
Pizza & Ice Cream	67.86%	171
Sausage & Mash & Ice Cream	26.59%	67
Mini Roast & Ice Cream	19.44%	49
Nachos & Ice Cream	33.33%	84
Toasted Sandwich & Ice Cream	36.11%	91
Wedges	49.60%	125
Total Respondents: 252		

Q8 Menu Choices – what do you think should be on the menu for snacks, sharing and starters: (tick all that apply)

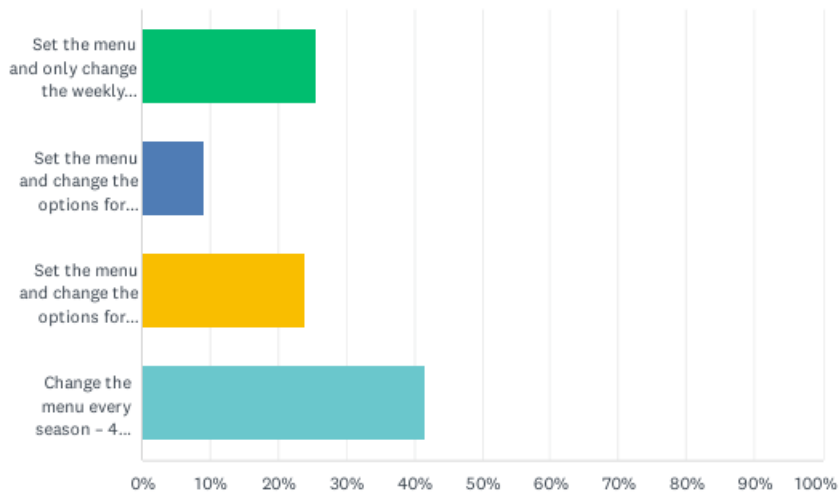
Answered: 290 Skipped: 2



ANSWER CHOICES	RESPONSES
Fries	76.90% 223
Loaded Fries	53.79% 156
Wedges	52.41% 152
Loaded Wedges	48.62% 141
Antipasto Platter – meats and cheeses	64.83% 188
Dipping Platter – hot food with selection of sauces	64.14% 186
Chicken Wings	55.52% 161
Spring Rolls	55.52% 161
Fresh Seafood	60.69% 176
Dumplings	44.48% 129
Garlic Bread	58.97% 171
Nachos	44.83% 130
Vegetarian Options – e.g Garlic Mushrooms, Crispy Cauliflower	47.93% 139
Total Respondents: 290	

Q9 How often do you think the menu should change: (tick one only)

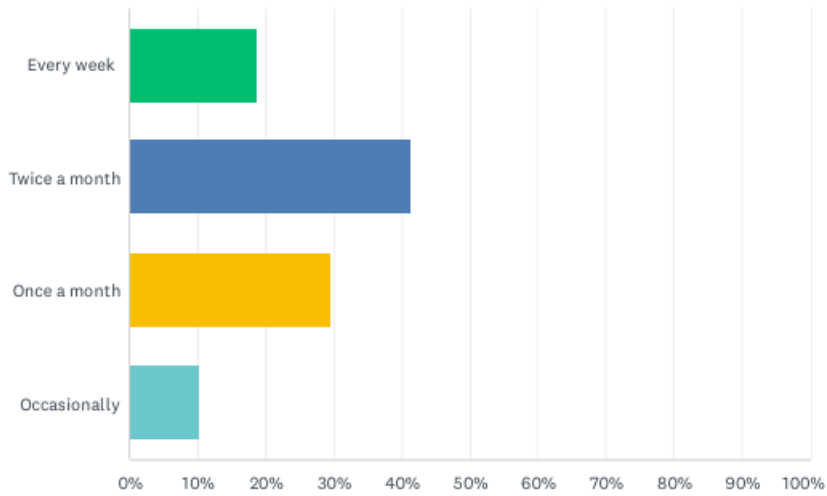
Answered: 289 Skipped: 3



ANSWER CHOICES	RESPONSES	
Set the menu and only change the weekly specials	25.61%	74
Set the menu and change the options for Salads, Pasta, Curry and Pizza every month	9.00%	26
Set the menu and change the options for Salads, Pasta, Curry and Pizza every season – 4 times each year	23.88%	69
Change the menu every season – 4 times each year	41.52%	120
TOTAL		289

Q10 If you liked the menu and food at the Galley, how often would you eat there: (tick one only)

Answered: 292 Skipped: 0



ANSWER CHOICES	RESPONSES	
Every week	18.84%	55
Twice a month	41.44%	121
Once a month	29.45%	86
Occasionally	10.27%	30
TOTAL		292