

Provision of Café and Catering Services at the Australian High Commission, Port Vila  
Frequently Asked Questions (FAQs)

1. Approximately how many customers are there each day?
  - Currently the Nakamal Café serves approximately 30 coffees a day and has approximately 10 customers purchasing food.
2. Will the new provider be paying rent for the use of the Nakamal space?
  - No.
3. Will there be a time limit on paying off the coffee machine – if so, how long?
  - A reasonable time person can be negotiated. Proposed timings should be noted in the vender's response to the EOI.
4. Will there be a requirement for the café to also sell food, or will it be up to the vendor?
  - This is up to the vendor.
5. Can alcohol be served at the café?
  - No.
6. Is there an existing service provider leaving after their contract ends?
  - The Nakamal Café is currently running under a temporary arrangement which will be suspended on commencement of the successful contractor.
7. Is there a limit to the number of staff the service provider hires?
  - There is no limit to the number of staff provided by the contractor. However, the service provider must ensure at all times that it has sufficient staff at all times, and that its staff are appropriately skilled and who at all times wear smart and consistent clothing, who are experienced and knowledgeable regarding food, including food safety, and are customer service focussed.
8. Is the cash register part of the cafeteria equipment?
  - No, the successful service provider would need to provide their own.
9. Is it necessary for the successful service provider to gain police clearances for its staff?
  - Yes.
10. By what time does the contractor need to leave the premises?
  - By 3:30pm and no later than 4:30pm.

11. Will the Australian High Commission retain responsibility for the upkeep/maintenance/replacement of items such as fridges, cutlery and crockery should they be damaged etc.?
- Yes.
12. Will utilities such as water, electricity etc. be paid for by the vendor?
- No, but usage of the BBQs will require payment for gas usage.