

**PART 3
REQUIREMENT SPECIFICATIONS**

I OVERVIEW

1 The Singapore Sports School Ltd (hereinafter referred to as the “School”) hereby invites catering service providers to submit their proposals for:

- 1.1 *[Mandatory Requirement]* provision of catering services for a period of three (3) years from 1 January 2024 to 31 December 2026, with an option to extend for another three (3) years; and
- 1.2 *[Optional Requirement]* operation of the School’s Rally and ROAR café cum Bookshop for a period of one (1) year from 1 January 2024 to 31 December 2024, with an option to extend annually for up to a maximum of five (5) years.

It is mandatory for tenderers to quote for both mandatory and optional requirements (hereinafter collectively referred to as “the Services”) in order to participate in the tender.

2 The School shall have the sole rights and absolute discretion whether to exercise the option(s) to extend this Contract, which shall be subjected to satisfactory performance and under the same terms and conditions set out in the Tender Documents.

3 The successful Tenderer (hereinafter referred to as the “Caterer”) shall carefully study the Tender Documents, and satisfy itself to the full extent, character and nature of the Services to be performed under this Contract. The School shall not entertain any claim arising from the Caterer's failure to study these Documents.

4 The Caterer shall deem to have full knowledge to the local conditions, site accessibility and satisfied itself as to all requirements in connection with this Contract before submitting its Tender Offer. No claims arising from neglect on the part of the Caterer to inspect all the physical locations, facilities and to obtain all the necessary information and conditions or from failure to provide such items in the Contract Price will be considered.

5 The Caterer will not be relieved of responsibility if he had inappropriately estimated the difficulties and the cost of performing the Services herein because of its failure to investigate the conditions or to become acquainted with all information concerning the Services to be performed.

6 This Part 3 – Requirement Specifications shall be read in conjunction with the other documents, which together shall form the Contract Document. Notwithstanding the subdivision of the Requirement Specifications under different headings, every part of it shall be deemed supplementary to and complementary to every other part.

II BACKGROUND

7 Singapore Sports School is a Specialised Independent School that offers selected youths an integrated academic and sports programme in a world-class environment. It is located at 1 Champions Way Singapore 737913 with staff strength of around 230 staff and has a student-

athlete population close to 600. The student-athletes reside in the boarding facility located within the School's premises. They normally check in to boarding on Sunday night and check out on Friday night/Saturday afternoon during school terms. The majority of the Boarding staff and occasional business guests also reside in boarding.

III SCOPE OF SERVICES

8 The Caterer shall be wholly responsible for the timely provision of the Services in accordance with the requirements and contractual terms in this Tender during the entire Contract Period. The scope of Services shall cover, but not limited to, the following:

- 8.1 Provision of five (5) meals (Breakfast, Lunch, Supplementary Meal, Dinner and Supper) for the student-athletes and three (3) meals (Breakfast, Lunch and Dinner) for the Boarding staff in The Arena¹ daily;
- 8.2 Ad-hoc provision of meals, similar to the daily menus served to the student-athletes and Boarding staff, for the School's business guests in The Arena or within the School's premises;
- 8.3 Provision of three (3) main meals (i.e., Breakfast, Lunch and Dinner), similar to the daily menus served to the student-athletes and Boarding staff, for the School's non-boarding staff and low-wage workers engaged by the School's appointed contractors in The Arena;
- 8.4 Ad-hoc catering for school and business events and activities in The Arena or within the School's premises;
- 8.5 Ad-hoc catering for non-scheduled (i.e., "Star Rates") contract services in The Arena or within the School's premises; and
- 8.6 Operation of Rally and ROAR café cum Bookshop if this optional requirement is awarded under the Contract.

9 The School will not entertain any claims made by the Caterer in respect of any increase in costs either due to the fluctuation in currency exchange rates or rise in the cost of material, labour, water, duties, Goods and Services Tax (GST), transportation expenses or any such circumstance that affect the cost or performance of this Tender and/or Contract.

10 For the avoidance of doubt, nothing in the Contract shall be construed as providing or implying that the Caterer has a right to be the sole supplier of the Services to the School. The School reserves the right to purchase the Services from other catering service providers as and when it deems appropriate.

¹ The Arena herein refers to the kitchen and the dining hall.

11 The Caterer shall be Halal certified by Majlis Ugama Islam Singapura (MUIS) during the Contract duration. The School shall be informed immediately should the Halal certification ceased (i.e. no longer Halal certified).

12 The Caterer shall comply with Health Promotion Board's (HPB) Healthier Catering guidelines when proposing menu options (Refer to <https://www.hpb.gov.sg/healthy-living/food-beverage/wog-healthier-catering-policy/about-the-healthier-catering-policy> for more information), unless there are valid reasons acceptable to the School and HPB for not complying. The Tenderer is to submit a declaration of compliance to the Healthier Catering guidelines under Part 8 - Healthier Catering Declaration Form to the School as part of its Tender Proposal.

13 The School reserves the prerogative to terminate the Contract should the Caterer no longer be endorsed by HPB to be in compliance with the Healthier Catering guidelines, loses its Halal certification or be suspended by the Singapore Food Agency (SFA) for food safety reasons. The School shall not pay for any Services provided after the termination, notwithstanding the School's right to claim damages and compensation from the Caterer for the services provided without the proper licences and certifications.

IV [MANDATORY REQUIREMENT] PROVISION OF CATERING SERVICES FOR A PERIOD OF THREE (3) YEARS FROM 1 JANUARY 2024 TO 31 DECEMBER 2026 WITH AN OPTION TO EXTEND FOR ANOTHER THREE (3) YEARS

(A) SCOPE OF CATERING REQUIREMENT FOR STUDENT-ATHLETES, BOARDING STAFF AND BUSINESS GUESTS

14 The Caterer shall provide five (5) meals ((Breakfast, Lunch, Supplementary Meal, Dinner and Supper) for the student-athletes and three (3) meals (Breakfast, Lunch and Dinner) for the Boarding staff in The Arena with effect from 1 January 2024 (Monday). The scope of catering also include ad-hoc provision of meals, similar to the daily menus served to the student-athletes and Boarding staff, for the School's business guests in The Arena or within the School's premises.

Meal Schedule and Requirements

15 The Caterer shall keep The Arena open throughout the year to cater for the stipulated meals to the student-athletes and Boarding staff in sufficient quantities at the following meal schedule:

Meal	Time*
Pre-Dawn Meal during Ramadan Month	~ 0430 to 0530 hours
Breakfast	0600 to 0930 hours
Lunch	1040 to 1400 hours
Afternoon Pre-Training supplementary snack	1400 to 1700 hours
Dinner	1730 to 2115 hours
Supper	2130 to 2230 hours

* The School reserves the right to amend the above timings due to operational requirements and during the Ramadan month.

16 From time to time, during the period of this Contract, the Caterer shall at the request of the School, serve meals earlier or later than the stipulated times above, or for the extended periods or provide take-away services for meals served in The Arena.

17 The estimated number of persons for each meal during the School term is as follows:

Meal	Number of Person*
Mondays Pre-Training Morning Supplementary Snack to Fridays Pre-Training Afternoon Supplementary Snack	
Pre-Dawn Meal during Ramadan Month	60 to 120
Breakfast	300 to 550
Lunch	300 to 550
Pre-Training Afternoon Supplementary snack	150 to 550

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Dinner	300 to 550
Supper	150 to 550
Fridays	
Dinner	20 to 60
Supper	
Saturdays	
Pre-Dawn Meal during Ramadan Month	10 to 20
Breakfast	20 to 60
Sundays	
Supper	20 to 60

- * The number of persons for each catered meal is subjected to change based on school holidays, school events, training and competition schedules and consumption habits of the student-athletes.
- * If the number of persons is below 20, the Caterer shall make the necessary arrangements.

18 The Caterer is required to prepare and serve the meals based on its proposed menu(s) as approved by the School and shall comply fully with the requirements specified in Appendix 1 – Menu Specifications. The School reserves the right to make changes to the menu specifications from time to time during the Contract Period so as to keep abreast of the changes in the dietary requirements of its student-athletes and the School’s catering, business and operating needs and requirements; and to comply in all respect with the relevant statutory regulations and Acts governing the catering industry. The Caterer shall be deemed to have made all the above provisions in its Tender Offer and no extra claim shall be entertained by the School.

19 The Caterer must ensure that labels for all food and their nutritional values are properly displayed in The Arena.

20 The Caterer must provide food, properly certified ‘Halal’ by the relevant authorities, at every meal. The Caterer must also provide vegetarian meals and alternative options for student-athletes and Boarding staff on special diet requirements, e.g., food/medical allergies, etc. The School will provide such information upon award of Contract.

21 ‘Out-rations’ refers to any pre-packed meal. The Caterer is expected to accede to all requests for ‘Out-rations’ where the School will give the Caterer an advance notice of forty-eight (48) hours.

22 The Caterer shall provide sufficient serving wares of environmental friendly products such as biodegradable materials for all serving wares for out-ration requests.

23 In the event that the Caterer is unable to prepare meals in The Arena, the Caterer is obliged to make satisfactory alternative arrangements to procure and serve meals as required by and in conformity with the requirements and terms of this Contract.

24 The School reserves the right to cancel any meals for any given period of time without making payments, or reduces base numbers of meals, provided it has given the Caterer an advance notice of forty-eight (48) hours in each case. The Caterer shall be paid in accordance to

these rates and the daily's pre-ordered quantity committed by School not less than two (2) days in advance.

25 The Caterer shall replace one regular meal with a 'Festive' or 'Theme' menu twelve (12) times a year in consultation with the School. For the avoidance of doubt, the unit rate quoted under Part 5 – Schedule of Tender shall apply accordingly, with no extra claim made to the School.

26 The Caterer is required to include a 'Chef's Night Special' in the menu once a week. For the avoidance of doubt, the unit rate quoted under Part 5 – Schedule of Tender shall apply accordingly, with no extra claim made to the School.

27 The Caterer is required to replace one regular supper with a 'Birthday Celebration' once in three (3) months. For the avoidance of doubt, the unit rate quoted under Part 5 – Schedule of Tender shall apply accordingly, with no extra claim made to the School.

28 New school activities besides the 'Chef's Night Special', 'Birthday Celebration', etc. may be introduced during the Contract Period. For the avoidance of doubt, the unit rate quoted under Part 5 – Schedule of Tender shall apply accordingly, with no extra claim made to the School.

Meal Set-up Requirements

29 The meal set-up for Morning Pre-training, Breakfast, Lunch, Afternoon Pre-training, Dinner and Supper shall be based on the requirements in Appendix 1 – Menu Specifications. The Caterer shall provide sufficient staff at the respective stall counters to serve all the meals promptly.

30 The Caterer shall provide three (3) stalls serving two (2) different cuisines for lunch. The two different cuisines may consist of:

- Chinese cuisine;
- Malay/Indian cuisine;
- Western cuisine; and
- Any other international cuisines.

31 The Caterer is required to provide the third (3rd) cuisine for lunch upon the School's request, provided that an advance notice of one (1) week is given. The unit rate specified in Part 5 - Schedule of Tender shall apply accordingly, and no additional charges will be made to the School.

32 The Caterer shall provide sufficient numbers of staff for each stall to serve the Lunch meals within 30 minutes without pre-plating. The Caterer shall prepare sufficient food for each stall.

Ad-hoc Catering for Business Guests

33 The School may from time to time, require the Caterer to supply main and supplementary meals, based on the same daily menu(s) served to the student-athletes, as part of the School's package services to its Business Guests in The Arena or other locations within the School's

premises. For the avoidance of doubt, the unit rate(s) quoted under Schedule 5-1 of Part 5 – Schedule of Tender shall apply accordingly, with no price adjustment.

34 During weekends, school holidays and public holidays, the Caterer when requested by the School, is obliged to provide meals with a minimum order for thirty (30) persons and in accordance with the requirements stated in Appendix 1 – Menu Specifications, based on the unit rate(s) quoted under Schedule 5-1 of Part 5 – Schedule of Tender, with no price adjustment.

(B) SCOPE OF CATERING REQUIREMENT FOR NON-BOARDING STAFF AND LOW-WAGE WORKERS

35 The Caterer shall provide three (3) main meals (i.e. Breakfast, Lunch and Dinner), similar to the daily menus served to the student-athletes and Boarding staff, for the School's non-boarding staff and low-wage workers engaged by the School's appointed contractors.

36 The Caterer shall charge the non-boarding staff and low-wage workers for each meal at concession rate(s). All rates shall be fixed during the three (3) base years. During the option year(s), the Caterer may request a price adjustment to these rates if there are significant changes in the cost of ingredients, labour, or other relevant factors that impact the provision of meals. Such requests must be made in writing and accompanied by supporting documentation. Any proposed adjustments to the meal rates shall be subjected to the School's approval.

37 For the avoidance of doubt, the School does not bear the cost for such individuals' meals. As part of its revenue, the Caterer shall be responsible to collect the concession charges directly from the non-boarding staff and low-wage workers before their food collection. Any unpaid cost is not reimbursable from the School.

38 The number of non-boarding staff and low-wage workers patronising The Arena during each meal may vary each day. The meals shall be sold on a first-come-first-serve basis. The Caterer shall not "short-change" the School by providing lesser food quantity to the student-athletes and Boarding staff in exchange for higher revenue generated from the sales to non-boarding staff and low-wage workers. In the event of a shortage of food supply, priority shall be given to student-athletes and Boarding staff.

(C) SCOPE OF AD-HOC CATERING REQUIREMENT FOR SCHOOL AND BUSINESS EVENTS AND ACTIVITIES

39 The Caterer should provide ad-hoc catering services for School meetings, trainings, activities, events, etc. in The Arena or within the School's premises. The different categories of meals that the School may require can be found in the Price Schedules under Part 5 – Schedule of Tender.

40 Based on the stipulated Base Price Per Person as shown in the Price Schedules, the Tenderer is required to quote in the Schedules the number of dishes under each Group as listed below.

41 The stipulated Base Price Per Person shall be fixed during the three (3) base years and Tenderers are to indicate the price adjustment per centum to these rates in Part 5 – Schedule of Tender.

Category	Meal Type	Base Price Per Person	Minimum Order
1	Tea Refreshment	S\$2, S\$3, S\$4, S\$5, S\$6, S\$8	10
2	Set/Packed Meal with Beverages	S\$3, S\$4, S\$5, S\$6, S\$8	10
3	Set/Packed Meal without Beverages	S\$3, S\$4, S\$5, S\$6, S\$8	10
4	Buffet	S\$6, S\$8, S\$10, S\$12, S\$15, S\$18, S\$20, S\$25, S\$30	30
5	BBQ Buffet	S\$8, S\$10, S\$12, S\$15, S\$20	30
6	Sit-down Dinner	S\$30, S\$40	30

Group of Dishes	Menu of Dishes of each Group*
A	Snack, pastry and bakery selection. E.g., cakes, kuehs, sandwiches, confectionery items, tim-sum, chicken nuggets, baked potatoes, etc.
B	Appetiser. E.g., salads, starters, cold dishes, seafood cocktails, etc.
C	Rice and alternatives
D	Vegetable, Egg, Soy bean-based items and Soup
E	Poultry and Meat
F	Fish and Seafood
G	Dessert and Fruits
H	Beverages (Hot and Cold)
I	Add-on Food Items. E.g., satay and otak

* The Tenderer may propose new group(s) of dishes as an alternative(s); however, menus for all the above listed groups must be submitted for the School's evaluation.

42 With reference to Group I – Add-on Food Items, tenderers shall quote the unit rates for such items in Part 5 – Schedule of Tender.

43 Tenderers are to submit the proposed menu of dishes for each group as part of the Tender Proposal for the School's evaluation. Alternative proposal(s) for new group suitable for this tender may also be submitted. The awarded menus should be refreshed every six (6) months or as and when requested by the School. The revised menu(s) are subjected to the School review and approval. The Caterer shall be deemed to have made all the above provisions in its Tender Offer and no extra claim shall be entertained by the School.

44 The quantity of order for each meal type catered is subjected to participation of each meeting or training or school event/activity. Payment shall be made based on the order quantity and the applicable unit rate for the selected menu. If the order quantity is less than the above tabulated minimum order, the latter shall be used as the basis for payment.

45 During the Contract Period, the School, will, as and when required, raise purchase requests to the Caterer for the supply of the abovementioned service through ordering form, serving the following notices:

Meal Type	Advance Notice
Tea Refreshment	At least 3 working days
Set/Packed Meal	At least 3 working days
Buffet/ BBQ Buffet	At least 5 working days
Sit-down Dinner	At least 10 working days

46 Vegetarian options should be available and clearly stated in the menu(s). These food items shall be clearly labelled when served.

47 Food items that cause common allergies should be clearly labelled.

48 The School reserves the right to request change of items in the proposed menu of equivalent cost.

49 The Caterer is allowed to increase the number of dishes during the Contract Period.

50 All buffet meals and packed meals are to be time-stamped according to SFA guidelines.

51 The Caterer shall provide the food and beverages in sufficient quantities, including the supply of following items at no extra charge to the School, unless the Tenderer expressly stipulates to the contrary in Part 5 – Schedule of Tender:

- a) Table(s) for displaying food items (not applicable for packed meals)
- b) Table-cloths and table skirting (not applicable for packed meals)
- c) Table decorations (not applicable for tea refreshment and packed meals)
- d) Utensils, cutlery and crockery for dining in the School's premises
- e) Serving wares of environmental friendly products such as biodegradable materials for out-ration requests)
- f) Napkins and serviettes
- g) Condiments
- h) Food warmers (not applicable for packed meals)
- i) Hot plates, decanters and serving trays for hot tea/coffee (not applicable for packed meals)
- j) Drink canister for hot and cold beverages (not applicable for packed meals)
- k) Trash bins and trash bags

- l) In the case of buffet with hawker stalls or live-stations, there shall be adequate gas stove, LPG cylinder, and necessary pots/pans/trays, utensils to prepare the required meal.

52 The Caterer shall display tags indicating the name of dish being served.

53 The Caterer shall provide the following:

- a) One (1) drink point and one (1) food point for orders up to 50 persons.
- b) Two (2) drink points, two (2) food points for orders of 51 to 100 persons.
- c) An increase of one (1) drink point and one (1) food points for every additional order of 50 persons.

The School reserves the right to vary the above and the Caterer is obliged to accede to the School's request at no additional charge.

54 In the event of any ban of the use or consumption of any products by relevant local authorities, the Caterer shall propose equivalent alternate products and substitutes to the School accordingly. They shall ensure that the banned items are not used to meet the School's requirement. The proposed products or substitutes shall be reviewed and approved by the School before they are made available in the menus.

55 For delivery of catered food and beverages:

- a) The food should be delivered to the venue stipulated by the School at least 30 minutes before the start of the event, and not more than one (1) hour earlier than the stipulated time if no setup (e.g., food warmer) is required.
- b) Tenderer shall advise on the lead time for changes to orders before delivery date.
- c) The Caterer shall ensure all the equipment, including trays, tables and unconsumed food, beverages and food waste are properly disposed after the event.

(D) SCOPE OF AD-HOC CATERING REQUIREMENT FOR NON-SCHEDULED ("STAR RATES") CONTRACT SERVICES

56 Where catering services is required but is not listed in the Price Schedules under Part 5 – Schedule of Tender, the unit rates for such service items shall be termed as "Star Rates".

57 The Caterer shall at all times refer to the stipulated Price Schedules for all ad-hoc services unless the required service item is not listed.

58 The School reserves the right to request the Caterer to call at least three (3) quotations on the Star Rates item from catering service providers who are not related to the Caterer so as to verify that the Star Rates quoted by the Caterer are fair and reasonable.

59 The Caterer shall carry out the required services after obtaining the School's approval on the quoted cost.

(E) EQUIPMENT, ENVIRONMENT AND GENERAL OPERATIONS REQUIREMENTS (THE ARENA AND KITCHEN)

60 The Caterer shall operate The Arena and will be provided with the necessary kitchen, serving and dining areas, facilities, basic kitchen equipment, refrigerators, ice boxes, ovens, griddle, sinks, water coolers, dishwasher, food digester, furniture, fixed equipment, installation of electricity, gas and water services, etc. (collectively known as the "School Furnished Equipment (SFE)") by the School for carrying out the Services.

61 The School is responsible for the following, provided it is not due to any improper usage or neglect on the part of the Caterer or its on-site employees:

- 61.1 Repairs of any structural and architectural defects in The Arena; and
- 61.2 Maintenance and repair of fans, air-conditioning system and lightings at The Arena's dining area only. For the avoidance of doubt, the cleaning of all fans in The Arena shall be done by the Caterer.

62 The Caterer shall conduct a joint pre-condition survey together with the existing Caterer and the School's Representative, two (2) weeks from the date of award of Contract, to inspect the existing condition of The Arena, facilities, equipment, furniture, fittings, etc. before taking over The Arena and equipment from the outgoing Caterer. The School's Representative will compile the photographic records on the pre-condition of the properties to be taken over by the Caterer. The records shall be signed off by the Caterer and the School's Representative signifying acceptance and completion of the handing over process.

63 The Caterer shall be fully accountable, from date of handover, the cleanliness and proper functioning of the SFE and bear all their cost of repairs and maintenance during the term of the Contract.

64 The Caterer is also responsible for the following items in order to carry out its Services, but not limited to, the following:

- 64.1 Application for Kitchen's fire license/certification;
- 64.2 Engagement of Licensed Electrical Worker (LEW) for the Kitchen Distribution Board;
- 64.3 Cleaning and maintenance of Grease Trap; and
- 64.4 Maintenance and repair of fans, air-conditioning system and lightings in The Arena's kitchen and serving area only.

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65 Utensils, cutlery and crockery shall be supplied by the Caterer. Samples shall be submitted to School for approval two (2) weeks before the commencement of the Contract. No single-use disposables wares are to be used at dine-in premises unless otherwise requested by the School.

66 Any additional equipment required by the Caterer for delivering the Services shall be borne by the Caterer, unless otherwise specified by the Caterer in the tender. Approval shall be sought from the School for any additional equipment required or brought in by the Caterer.

67 The Caterer shall be responsible to pay the utilities charges incurred in the running of The Arena's kitchen and serving areas, including applying the account with School's appointed electricity retailer for electricity and PUB for water and gas. For the avoidance of doubt, the School will be responsible for the utilities charges incurred for The Arena's dining area only.

68 The Caterer shall be responsible for the total cleanliness of The Arena and the area surrounding it including the floor, glass doors, windows, walls, light fittings, ceiling fans, etc. The cleaning schedule shall be put up for purpose of inspection by the School.

69 The Caterer shall clean the kitchen daily. The Caterer shall sweep and mop the floors of The Arena twice daily after Lunch and Dinner and shall thoroughly scrub and wash the floors fortnightly. The Caterer shall ensure the dining hall and kitchen floors are dry at all times. Glass doors shall be cleaned daily. The windows and light fittings shall be cleaned monthly. The ceiling fans shall be cleaned half yearly. The grease trap and exhaust hood shall be cleaned at least once a week. The Caterer shall ensure that no solid food particles, debris or any other substances be discharged into the sewerage and drainage systems. If any choke should occur, the Caterer shall have them cleared it at its own expense.

70 The Arena may be subject to examination by regulatory authorities and/or by the School's management from time to time.

71 The Caterer shall meet all requirements of Food Safety and Quality Assurance, and have in place the necessary systems and procedures to ensure that all food served is safe and comply with requirements specified in the Tender Documents.

72 The Caterer shall supply and maintain sufficiency of hand tissue, hand-soap and hand sanitiser at the dining hall wash basin area.

73 All cleaning agents used must be accompanied by Material Safety Data Sheet (MSDS).

74 The Caterer shall be responsible for any loss or damage due to theft, fire or any acts attributable to the Caterer or the Caterer's employees. This covers The Arena, fixed equipment, furniture and moveable equipment.

75 The Caterer shall be required to collect promptly and wash all cutlery, crockery, utensils and equipment used in The Arena's dining area after each meal.

76 The Caterer shall provide her own foot-pedal bins with lids and polythene bags at its own expense for waste disposal. All waste food shall be placed in the polythene bags before discarding them into the bins at the food digester or the central garbage centre.

77 The Caterer's staff shall place their personal food and beverage at a designated area and not near the food storage and serving area.

78 The Caterer shall engage its own service contractor for the provision of pest control services throughout the Contract Period, within one (1) month from date of award of Contract. The contract shall cover, but not limited to, the control of rodents, cockroaches and flies within The Arena during the Contract Period. The inspection frequency of The Arena covered in the contract shall be at least once a month to detect any sign of pest infestation.

79 The Caterer shall ensure The Arena is locked when work has finished for the day, otherwise it is responsible for all losses and/or damages to the fixed and moveable equipment, furniture, fittings in The Arena, including damage to the interior finishes.

80 The Caterer shall not use any other areas for the provision of the Services other than The Arena and shall not use the provided area as its employees' living quarters.

81 The Caterer shall at all reasonable times permit the Boarding staff, the Estate Manager, School Management or any of its appointee to enter The Arena for the purpose of checking the operations and cleanliness.

82 The Caterer and its employees shall not abuse or misuse the School's provided properties, equipment and facilities for its private purposes or any other external commercial businesses that are not related to the scope of the Services under the Contract.

83 The Caterer must return The Arena, and all the School's supplied facilities and equipment, etc. in its original state upon completion of the Contract. Any losses, defects or damages found and not recorded during the pre-condition survey as described in above paragraph 62, shall be rectified/repared at the Caterer's expense. Failing which, the School will reinstate The Arena to its original state and the charges for doing so plus an admin fee of 10% of the reinstatement cost and the total cost shall be borne by the Caterer.

(F) FOOD SAFETY AND HYGIENE

84 The Caterer shall be required to send food samples for laboratory tests such as microbiological count every quarter. A copy of the report shall be provided to the School within a week after each test.

85 The Caterer shall keep sufficient quantity (300g of each dish) of all food samples for all meals for at least 72 hours for any food safety checks by the relevant authorities. Samples must be taken right after preparing the dishes and be stored in a designated freezer.

86 At all times, the Caterer shall procure all food supplies whether cooked, uncooked, canned, bottled, etc., from approved local suppliers only, meeting the highest standards of food safety and hygiene and ensure that food nearing expiry date be discarded.

87 The Caterer shall submit a list of all its food suppliers to the School. The Caterer shall update this list whenever there are changes.

88 The Caterer shall ensure food is thoroughly cooked before serving and that there is no cross-contamination between raw and cooked food. Core temperature must be checked and satisfy local food authority's (such as SFA) food safety standards and guidelines.

89 The Caterer shall conduct and keep a record of temperature checks three (3) times a day.

90 All fruit shall be kept refrigerated at all times. Cut fruit shall be packed in individual plastic bags before being placed in the refrigerator. All chillers and freezers shall be kept at the recommended temperature before food items are placed in them.

91 All sauce containers shall be washed thoroughly every day and kept in sauce dispensers. A proper set of ladles shall be set aside for ice-dispensers.

92 The Caterer shall be liable to settle any claims arising from food poisoning caused by the food or any item supplied to the School. The Caterer shall also be penalised at two (2) times the total cost of the entire affected meal.

93 The Caterer shall ensure food handlers observe good food and personal hygiene. All members of its staff shall wear hair nets, mouth masks, gloves, aprons and abide by any other regulatory requirements.

94 The Caterer shall appoint a Certified Food Hygiene Officer (FHO) to implement and oversee an effective food hygiene system which will ensure that food is prepared in a safe and hygienic manner. The Caterer shall conduct daily checks on the cleanliness of The Arena.

95 The Caterer shall co-operate fully with the School in respect of any hygiene audit or inspection by the School's appointed food hygiene auditor and shall comply with the requirements as specified under Appendix 3 - Hygiene and Housekeeping Checklist. The School reserves the right to revise the Checklist from time to time during the Contract Period so as to keep abreast of the changes in the hygiene and housekeeping standards required by the School and/or the relevant statutory regulations and Acts governing the catering industry. The Caterer shall be deemed to have made all the above provisions in its Tender Offer and no extra claim shall be entertained by the School.

96 The Caterer shall rectify all audit observations within three (3) months from the date of inspection and update the School on the rectifications and shall not repeat the same issue during the Contract Period. Liquidated Damages will be imposed for repeated offences, according to the Demerit System illustrated in Appendix 4 – Operation of Demerit System and rate of Liquidated Damages under Schedule 2 of Part 2 – Conditions of Contract.

V [OPTIONAL REQUIREMENT] OPERATION OF THE SCHOOL'S RALLY AND ROAR CAFÉ CUM BOOKSHOP FOR A PERIOD OF ONE (1) YEAR FROM 1 JANUARY 2024 TO 31 DECEMBER 2024 WITH AN OPTION TO EXTEND ANNUALLY FOR UP TO A MAXIMUM OF FIVE (5) YEARS

97 The Caterer is required to set up and operate the School's Rally and ROAR Café cum Bookshop as an optional requirement for a period of one (1) year from 1 January 2024 to 31 December 2024, with an option to extend annually for up to a maximum of five (5) years.

98 The operating hours of the Café cum Bookshop shall be from 1000 hours to 1900 hours on weekdays or as decided by the School. There shall be no sale of food to student-athletes during lunch time (from Mondays to Fridays before 1300 hours).

Obligations of School and Caterer

99 The School shall:

- 99.1 Provide the Café cum Bookshop on an "as is" basis at the School's premises. Any additional fixtures and/or fittings, including but not limited to air-conditioning, must be approved by the School and all expenses shall be borne by the Caterer.
- 99.2 Take meter reading for the usage of water and electricity on every 20th of each month to calculate the utilities usage and the School shall charge the Caterer for consumption of utilities every month.
- 99.3 Reserve the right to appoint its sponsors, supporters and partners as sole suppliers of any goods and services offered for sale by the Caterer. The Caterer may choose to offer for sale goods and services from the School's sponsors, supporters and partners.
- 99.4 Require the Café cum Bookshop to operate upon request for the School's major events throughout the year.
- 99.5 Request for additional items to be put on sale at the Café cum Bookshop from time to time.

100 The Caterer shall:

- 100.1 Set up the required facilities and operate the Café and Bookshop.
- 100.2 Be responsible for providing and bringing all necessary equipment required by the Caterer for delivering of the services which includes but not limited to cooking appliances, equipment, utensils, tables, chairs, etc.
- 100.3 Be responsible to ensure that all the kitchen appliances and equipment are in good working condition, clean and compliant with applicable health and safety

regulations. In the event that the equipment fails or is inadequate, the Caterer shall have a backup plan in place to ensure uninterrupted service.

- 100.4 Pay for the utilities charges incurred in running the Café cum Bookshop.
- 100.5 Not transfer or assign this contract directly or indirectly to any person whatsoever without consultation with and agreement from the School.
- 100.6 At all times procure food supplies meeting the highest standards of hygiene and ensure that food nearing expiry date should be removed and not be sold. The Caterer shall be liable to settle any claims arising as a result of food poisoning caused by the food or any item supplied to the School.
- 100.7 Provide menus that fully comply with the HPB Healthier Catering Policy menu guidelines. Food and beverages list shall be approved by the School (see Appendix 2 – Meal Planning Standards for Rally and ROAR Café) and subject to review up to four (4) times a year.
- 100.8 Provide only Halal certified food and beverages and preferably state the nutritional value of each item.
- 100.9 Ensure all food and beverages, stationery and uniforms to be sold at prices either equivalent or not higher than those available outside in a similar benchmark setting. The product list and their final selling price must be approved by the School.
- 100.10 Propose other goods and services to be offered for sale at the Café cum Bookshop. Such optional goods and services must be approved by the School before they are offered for sale.
- 100.11 Indemnify and keep the School indemnified against all damages to the Café cum Bookshop or to any person or any property within the premises or any part of the building by reason of any act, default or negligence on the part of the Caterer.

Stationery and Uniforms

- 101 The Caterer is required to offer sales of stationery and uniforms to the student-athletes throughout the academic year.
- 102 The Caterer must take over and sell existing inventory of school stationery and uniforms handed over from the School and/or the previous caterer, if any.
- 103 The Caterer is required to offer physical sales of stationery and uniforms to the student-athletes during year-end stationery and uniforms sale and Secondary 1 registration exercise.
- 104 The Caterer is required to provide efficient and quality service for purchases made over at sales counters set up at the School's premises.

PART 3 REQUIREMENT SPECIFICATIONS

105 The Caterer is required to maintain adequate stock and supplies of stationery and uniforms, to the satisfaction of the School, to meet the demand during term time, end-of-year textbook sales and Secondary 1 registration exercise.

106 For uniform and stationery, the Caterer is to source from the official suppliers that the School works with and carry stocks on regular sizes.

107 The Caterer shall follow up on any outstanding orders with the parents or student-athletes closely and directly to ensure that they receive the order within three (3) working days from the date of order or once the new stock arrives.

108 Each piece of uniform shall be neatly folded and packed into a poly-bag.

109 Item description and uniform size shall be clearly indicated e.g., printed outside the poly-bag.

During Intake Sale (Secondary 1 Registration) and Year-End Sale

110 The School will provide the venue for Caterer during the year-end and intake sale (Secondary 1 registration) of stationery and uniforms. The Caterer will submit the physical arrangement plan and logistics set-up, prior to the sales, to the School for approval.

111 The Caterer should allocate sufficient period of sales dates and time to cater to the order submitted by parents during the year-end and intake sales. The School reserves the final decision on the proposed date and time.

112 The Caterer shall provide, at least six (6), adequate manpower to conduct the year-end sales which is tentatively scheduled in December.

113 The Caterer shall provide enough cashier machines for the sales operations.

114 The School will inform the Caterer at least one (1) month in advance on the confirmed sales dates.

During Academic Term

115 After the year-end sales, the Caterer will manage the sales and handle any sales return or feedback from the student-athletes on the stationery or uniform.

Reject and Return Policy

116 Student-athletes may return the purchased uniforms for a one-for-one exchange if the items purchased are found to be of incorrect size/packaging or defective workmanship/quality. Student-athletes will return the uniforms within one (1) week from the date of purchase and uniforms will be in their original condition and packaging, with attached receipts.

117 The Caterer shall replace the items immediately during the year-end sales or within three (3) working days upon notification by the student-athletes during the year when the Caterer has no stock in hand to meet the replacement.

Intellectual Property Rights on Design Ownership and Reproduction of Stationeries and Uniforms

118 Sale is restricted only to student-athletes of the School.

119 The stationery and uniform design belong to the School and no unauthorised reproduction is allowed.

Maintenance

120 The Café cum Bookshop may be subject to an examination from time to time by relevant authorities and/or by the School authorities. The Caterer shall be responsible for the cleanliness and maintenance of the Café cum Bookshop and the area surrounding it at all times, including the glass doors/windows/walls, light fittings and ceiling fans.

121 The Caterer is responsible for the proper disposal of all waste from the School's premises. The Caterer shall provide its own bins with lids and polythene bags at its own expense for the purpose of waste disposal at the Café cum Bookshop. Any excessive waste disposal costs attributable to the Café cum Bookshop may be charged to the Caterer.

Security and Regulations of Operations

122 The Caterer shall obtain and meet all statutory requirements, licensing rules, terms and conditions as imposed by any relevant authority to carry out their activities at the Café cum Bookshop.

123 The Caterer shall be responsible for the security aspects of the Café cum Bookshop. The School will not be liable for any damage or loss to the goods, equipment and other stocks due to theft, fire or any acts attributable to The Caterer or its staff on the Café cum Bookshop premises.

124 The Caterer shall at all reasonable times permit the management of the School to enter the Café cum Bookshop for the purpose of checking the quality of the goods and the cleanliness of the premises.

VI STAFF ISSUES

125 The Caterer shall provide sufficient manpower with the relevant expertise to ensure an efficient, high quality meal service and meet all requirements of this Invitation to Tender. Front-line staff must provide customer-oriented service for a pleasant dining experience. The School reserves the right to instruct the Caterer to increase its manpower or to replace staff with poor services in the event the Caterer's performance is consistently poor and failed to meet the stipulated service requirements of this Part 3 – Requirement Specifications. Any extra costs

thereby incurred shall be at the Caterer's own expense and shall be deemed included in its Tender Offer.

126 The Caterer shall submit in writing the particulars and photographs of all its employees assigned to the School at least two (2) weeks before commencement of the Contract and shall not change any of its employees without the School's consent, whose consent shall not be unreasonably withheld. The Caterer shall update this list whenever there are changes in its staff.

127 If the School, at its sole discretion, exercises option(s) to extend this Contract with the Caterer or awards a new contract to the Caterer upon expiry of this Contract via the open tendering exercise, the Caterer shall not change its existing on-site service team deployed under the Contract, unless there are valid justifications for the staff movement or the replacement of the relevant personnel is requested by the School.

128 All employees shall wear T-shirts or uniforms bearing the Caterer's company name and with identification passes. Personal identification cards with photograph, name and identification number or permit number must be exchanged for the School's identification pass obtainable at its main gate.

129 The Caterer shall appoint a permanent Manager to be stationed at The Arena to see to the daily operations. The Manager shall also be appointed as a Food Hygiene Officer (FHO). In the event that the Manager is absent, a replacement staff with relevant experience must be assigned to cover the duty of the Manager.

130 The Caterer shall appoint a qualified nutritionist. The nutritionist shall certify that the menus, meals to be served, nutritional values of every dish meet all the menu specifications as stated in this Invitation to Tender. The nutritionist shall attend **weekly** meetings with the School's representatives as well as inspect and audit the meals served at least once quarterly. The Caterer shall rectify all audit observations and update the School on the rectifications and shall not repeat the same issue during the Contract Period.

131 The Caterer shall provide yearly health screening for all its staff and be responsible for ensuring that they are medically fit and free from illnesses or disease(s), such that they comply with all regulatory health requirements and that they are vaccinated as required by the relevant authorities. All food handlers shall have attended and passed the Basic Food Hygiene Course and their certification shall be valid for the time they remain as staff of the Caterer. Those above 45 years old shall undergo a chest X-ray for tuberculosis.

132 The Caterer shall be responsible for the work safety and health of its staff.

133 The Caterer shall observe and comply with all regulations relating to the labour laws and the Industrial Relations Act, now and thereafter in force and shall pay all fees, charges etc., connected with the compliance of the same.

134 Before commencement of the Services, Caterer shall also deposit with the School copies of Work Injury Compensation Insurance for all its staff assigned to the School and any other

relevant insurance policies as specified in Schedule 1 of Part 2 – Conditions of Contract, together with their premium receipts.

135 Neither the Caterer nor any member of its staff may be an employee of the School. All salaries and wages connected with staff directly employed by the Caterer shall be the responsibility of the Caterer. The School will not be involved in any of the disputes.

136 The on-site staff shall be the employees of the Caterer and all mandatory payments such as wages, CPF, MBF, SINDA, CDAC, and insurance premiums for Workmen's Compensation and Public Liabilities, medical expenses, travel allowance, overtime wages, Performance Bonus, etc. shall be paid by the Caterer.

137 The Caterer shall ensure that their workers are Singapore Citizens, Permanent Residents, holders of valid Employment Pass or Work Permit. The Caterer shall also ensure that no illegal workers either employed by the Caterer, or by any of its sub-contractors in the execution of any part of the works are deployed in the School. If any illegal worker is found to be so deployed, the Caterer shall indemnify the School for any consequences arising from such infringements. The Caterer, including its on-site service team, shall comply with any written law and bylaws, rules and regulations of any government authorities, statutory boards or other public authorities which are applicable or relevant to the execution of the Services. The Caterer shall indemnify the School for all consequences arising from any infringements in the course of supplying and performing the Services.

138 Any fines imposed by the relevant authorities as a result of non-conformance by the Caterer with any rules and regulations set by the respective authorities shall be borne by the Caterer.

139 The School may at its discretion require the Caterer to remove any deployed on-site employees immediately, if he/she is unskilled or incompetent or in the opinion of the School, has misconducted himself/herself or is a security risk or is deemed unsuitable in any way, whose continued engagement and deployment is, in the opinion of the School, inconsistent with its interest.

VII REGULATIONS AND OPERATIONS

140 The Caterer shall comply with all Singapore laws and regulations and in particular those governing food establishments, sale of food, preparation, storage and supply of food and beverage. In addition, the Caterer shall also comply with the administrative directives, rules and procedures prescribed by the School in relation to the matters mentioned.

141 The Caterer shall, upon being selected, at its own costs, obtain the necessary licences as the law requires for the operation of The Arena. The successful Tenderer shall notify the School should any of necessary licenses ceased.

PART 3 REQUIREMENT SPECIFICATIONS

142 The Caterer shall not transfer or assign this contract directly or indirectly to any person whatsoever without consultation with and agreement of the School.

143 The Caterer shall not do or permit or suffer to be done in or upon the School's premises, anything which in the opinion of the School causes a nuisance or annoyance or may cause damage to the School or may be in breach of law.

144 The Caterer shall not use The Arena as living quarters.

145 A "No Smoking" sign shall be placed inside the kitchen. No smoking will be allowed in all parts of the School at all times.

146 The Caterer shall at all reasonable times permit the management staff of the School to enter The Arena for the purpose of checking the weight and quality of the food served and the cleanliness of The Arena.

147 The School shall not be responsible for any credit facilities offered by the Caterer to any of her employees or any other persons.

VIII PERFORMANCE REVIEW

148 The School will conduct periodic performance reviews with the Caterer, or as and when required during the Contract Period.

IX LIQUIDATED DAMAGES

149 If the Caterer fails to meet any the following requirements, liquidated damages shall be imposed, at the School's absolute discretion:

149.1 The School shall be entitled to impose Liquidated Damages on the Caterer should it failed to provide the meals in sufficient quantities, quality and on time as per the requirements in Appendix 1 – Menu Specifications. Liquidated Damages will be imposed in accordance to Schedule 2 of Part 2 – Conditions of Contract.

149.2 The Caterer shall be in full agreement with the Hygiene and Housekeeping checklist and shall pay Liquidated Damages rates as stipulated in Schedule 2 of Part 2 – Conditions of Contract for any violations or lapses in Services as determined by the School according to the definitions in Appendix 3 – Hygiene and Housekeeping Checklist and illustration in Appendix 4 – Operation of Demerit System.

X TERMINATION OF CONTRACT

150 In the event of contract termination, the Caterer shall surrender to the School its supplied SFE. Any losses, defects or damages found and not recorded during the pre-condition survey as described in above paragraph 62, shall be rectified/repared at the Caterer's expense. Failing which, the School will reinstate The Arena to its original state and the charges for doing so plus an admin fee of 10% of the reinstatement cost and the total cost shall be borne by the Caterer.

151 Should there be any School's supplied SFE not surrendered, the Caterer shall pay to the School the reasonable value of such SFE assessed by the School.

152 All costs for removal and disposal of Caterer's supplied equipment shall be borne by the Caterer.

XI ELIGIBILITY CRITERIA

153 Tenderers must meet the following eligibility criteria in order to participate in this Tender:

153.1 Tenderers shall comply fully with the Requirement Specifications and Conditions of Contract;

153.2 Tenderers shall attend the compulsory tender briefing conducted by the School;

[All verbal instructions, explanations and directions given during the tender briefing shall be taken into account by the Tenderer and it shall allow for and include the same in the pricing of its Tender Offer. No claims whatsoever in respect of lack of clarity and information as to the scope and nature of the Services comprised in this Invitation to Tender shall be entertained by the School.]

153.3 Tenderers shall be registered with the Expenditure and Procurement Policies Unit of the Ministry of Finance under the supply head reference of EPU/FBV/10 – Food and Beverages with a financial grade of S9 (i.e., tendering capacity of S\$30 million) or above; and

153.4 Tenderers shall not be debarred on or after the closing date of the tender from participating in public sector tenders.

XII EVALUATION CRITERIA

154 Proposals from tenderers will be evaluated based on the following evaluation criteria which are listed in descending order of importance:

154.1 Quality of the business/operational proposal detailing how the provision of catering services shall be provided, including but not limited to:

- variety, quality and nutritional value of proposed menus;
- established procedures/processes for menu evaluation;
- contingency plans;
- food safety and hygiene;
- service standards and performance quality;
- sports nutrition education for student-athletes;
- food waste management;
- proposed organisation chart and all key personnel including site team(s) and headquarters support personnel; and
- performance and quality assurance monitoring systems, etc.

154.2 Price competitiveness; and

154.3 Relevant experience, good track records and project references in the provision of in-house institutional catering services to educational, boarding, sports and relevant institutions for the past three (3) years.

155 The Tenderer with the highest evaluation score based on the scope of evaluation deliberated in paragraph 154 will be recommended for provision of catering services to the School for a period of three (3) years from 1 January 2024 to 31 December 2026, with an option to extend for another three (3) years. It will also be selected to run the operation of the Rally and ROAR café cum Bookshop for one (1) year from 1 January 2024 to 31 December 2024, with an option to extend annually for up to a maximum of five (5) years, unless the tenderer's quoted price for provision of this scope of service is assessed not to be cost reasonable.

Price and Quality Evaluation

Price Score Computation

The lowest tender price will be given the maximum Price score. The Price scores of the other tenderers will be inversely proportional to the lowest tender price. The formula below shall be used to compute the P score.

$$\text{Price Score (P- score)} = \frac{\text{Lowest tender price}}{\text{Tenderer's price}} \times \text{Price weightage}$$

Quality Score Computation

The Tenderer with the highest total raw quality points will be given maximum Quality score. The Quality scores of the other tenderers will be calculated proportionally to the highest total Quality points. The formula below shall be used to compute the Quality score.

$$\text{Quality score (Q- score)} = \frac{\text{Tenderer's total Quality Points}}{\text{Highest total Quality Points}} \times \text{Quality Weightage}$$