

# Shoalhaven District Memorial Hospital

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## Expression of Interest

### Café Service

April 2025



*Artist impression of café near main entrance*

## Expression of Interest (EOI) – Shoalhaven District Memorial Hospital – Café Service

Illawarra Shoalhaven Local Health District (ISLHD) is seeking expressions of interest from retail food operators with experience, creativity, and initiative to provide proposals that will maximise the opportunity for the new retail space at Shoalhaven District Memorial Hospital.

Respondents must be able to demonstrate that they can deliver a cost effective, customer focused service in accordance with legislation [NSW Government Food Authority Cafes, Restaurants and retail outlets](#), guidelines, policies [Healthy Food and Drink in NSW Facilities for Staff and Visitors Framework](#) and to the required standards [Food Standards Code](#).

In order to submit an EOI, Respondents must register by Monday 28 April 2025 to undertake a **mandatory site inspection** of the premises. Inspections can be booked through the Contact Person. Two inspection times are available:

**Inspection 1** – 29 April 2025 9:30am

**Inspection 2** – 30 April 2025 2:00pm


As the site is still in construction, attendees are required to wear a long sleeve shirt and steel cap boots or enclosed leather shoes. Hard hats and fluoro vests will be provided. Eye protection must also be worn and reading or sunglasses are acceptable, safety glasses will be available if required.

Attendees may ask questions at the site inspections and ISLHD representatives will endeavour to provide answers as part of the site inspections. However, ISLHD may choose to take questions on notice and respond in writing to all prospective respondents.

Following the mandatory site inspection, a formal proposal addressing the requirements as per the Evaluation Criteria will then be requested by interested operators to be forwarded to [ISLHD-CapitalWorks@health.nsw.gov.au](mailto:ISLHD-CapitalWorks@health.nsw.gov.au) by **Sunday 11 May 2025**.

Please read through this information pack as it provides useful information that will assist you in submitting your proposal. Should you require any further information, please contact Jayne Carr, SHR Project Delivery Officer on the details provided below.

Yours sincerely



Albert Vasquez

**Clinical Infrastructure Manager**  
**Special Projects**  
Date: 7 April 2025

## About Our Site - Shoalhaven District Memorial Hospital

The Shoalhaven District Memorial Hospital (SDMH) a public hospital serving the City of Shoalhaven in New South Wales, Australia. It is located on the banks of the Shoalhaven River approximately 1km from the Nowra CBD.

Shoalhaven District Memorial Hospital is the main acute care hospital for the Shoalhaven region, providing emergency care, medical, surgical and orthopaedic services.

The NSW Government has committed \$438 million to redevelop the SDMH as the health hub for the region, providing the majority of emergency, critical care, acute, sub-acute and non-admitted services locally, reducing the need to transfer patients to Wollongong and Sydney. A new seven-storey building is currently being built with expected completion in early 2026.

The new and expanded hospital will meet the needs of the Shoalhaven region both now and into the future. The new building will open in 2026 with an increase in current activity and over a period of time will increase in staff and bed numbers to reach capacity around 2031.

## Invitation

ISLHD is seeking EOIs from experienced operators for the sustainable, commercially viable management of a retail food outlet operated from the new café/retail space under a lease agreement for an initial term of five (5) years plus a five (5) year option.

Interested vendors will need to demonstrate extensive experience in food and beverage operations and an ability to work collaboratively with ISLHD.

## Purpose of the EOI

Through this EOI process, ISLHD aims to identify qualified and experienced vendors who are interested in providing our staff, patients and visitors with modern, affordable and healthy food options in a welcoming and contemporary environment.

The purpose of this invitation for EOI is to:

- Introduce the opportunity to potential vendors.
- Seek creative and innovative proposals from vendors on how they would approach the opportunity and maximise the potential of the retail space.
- Allow vendors to provide details of their skills, knowledge and experience.
- Identify vendors capability to develop, operate and lease the retail space.
- Shortlist suitable vendors that will be invited to respond to a formal tender.

## Details of Café Location

The café will be located at the front of the hospital, opposite the main entrance. A site map and café plans are provided as Appendices.

- The café space will have a warm shell fitout, however will require the successful tenderer to fit out the kitchen area and connect to services. The space will have access to:
  - Three phase power
  - Water and drainage
  - Amenities
  - Onsite storage
- A small terrace area surrounding the café available for outdoor seating.

- Deliveries would be managed via the loading dock, located off Shoalhaven Street. Any alternate arrangements may be explored with the site.
- Shoalhaven Hospital has onsite car parks and there is ample street parking.
- Cleaning of the café space and external seating area is the responsibility of the Café operator.
- Waste disposal – can utilise the hospital waste disposal system (general waste, recycling and food waste).

## Points for Consideration by Potential Respondents

- The successful vendor will be responsible for:
  - all costs associated with fitting out the kitchen and furnishing the café space.
  - all costs associated with any necessary Development Applications and Building Applications.
  - required to comply at its cost with all Statutory, Legal, and Work Health and Safety requirements for the proposed utilisation of the location.
  - responsible for its own insurances for the type of offering proposed.
  - compliance with the **Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework** and be aware that regular audits will be conducted to ensure compliance is maintained.
- ISLHD prefers 7 days per week trading, including public holidays and consideration of early morning shift staff and visiting hours. Preferred core operating hours should be:
  - Monday to Friday 6:30am to 4:00pm
  - Saturday and Sunday 8:00am to 2:00pm
  - Public Holidays 8:00am to 2:00pm
- No alcohol or tobacco products (including electronic cigarettes) are to be sold or consumed at any outlet or within the Hospital precinct.

## Evaluation Criteria

Criteria – what should be included in your response?

### Appropriate and appealing proposal

- A clear overarching statement that outlines the proposal.
- An outline of the proposed operating model and hours of operation throughout the lease term.
- Details of proposed range of products and services including indicative pricing.
  - Non-nutritious food and drink choices with excessive sugar and salt are discouraged, including fried foods.
- Provide a variety of **affordable**, high-quality and nutritious food options that considers the socioeconomics of the Shoalhaven. Consideration would be given to offset pricing through reduced rent.
- A summary of fit-out, equipment and service requirements.

### Track record of the respondents

- Summary of relevant experience and success operating similar facilities, particularly from start-up.
- Details of experience in providing and operating high quality food and beverage services.

**Financial capacity**

- Details of the financial offer to ISLHD, including the proposed base rent. You are welcome to suggest an alternate lease term.

**Sustainable development and operation**

- Outline of sustainable business practices, including but not limited to the use of sustainable packaging, sourcing of products and waste management practices.

**Submitting your proposal**

All EOI proposals are to be submitted via email to [ISLHD-CapitalWorks@health.nsw.gov.au](mailto:ISLHD-CapitalWorks@health.nsw.gov.au).

The closing date for lodgment is Sunday 11 May 2025.

**Assessment of Responses**

Responses will be assessed by an Evaluation Panel against the above Evaluation Criteria. The Evaluation Criteria are not listed in any particular order and may not be given equal weighting. The ranking of respondents will not be disclosed at any time during or after the EOI process.

Suitable vendors will be shortlisted and invited to submit a proposal to a formal tender to enter into a lease agreement for the operation and management of café services at Shoalhaven Hospital.

**Contact Person**

For further information regarding this EOI or to book a site inspection.

Jayne Carr  
SHR Project Delivery Officer  
Email: [ISLHD-CapitalWorks@health.nsw.gov.au](mailto:ISLHD-CapitalWorks@health.nsw.gov.au)  
Phone: 0409 764 874

# Illawarra Shoalhaven Local Health District

## Appendix 1 – Site Map





# Illawarra Shoalhaven Local Health District

## Appendix 2 – New Café Location

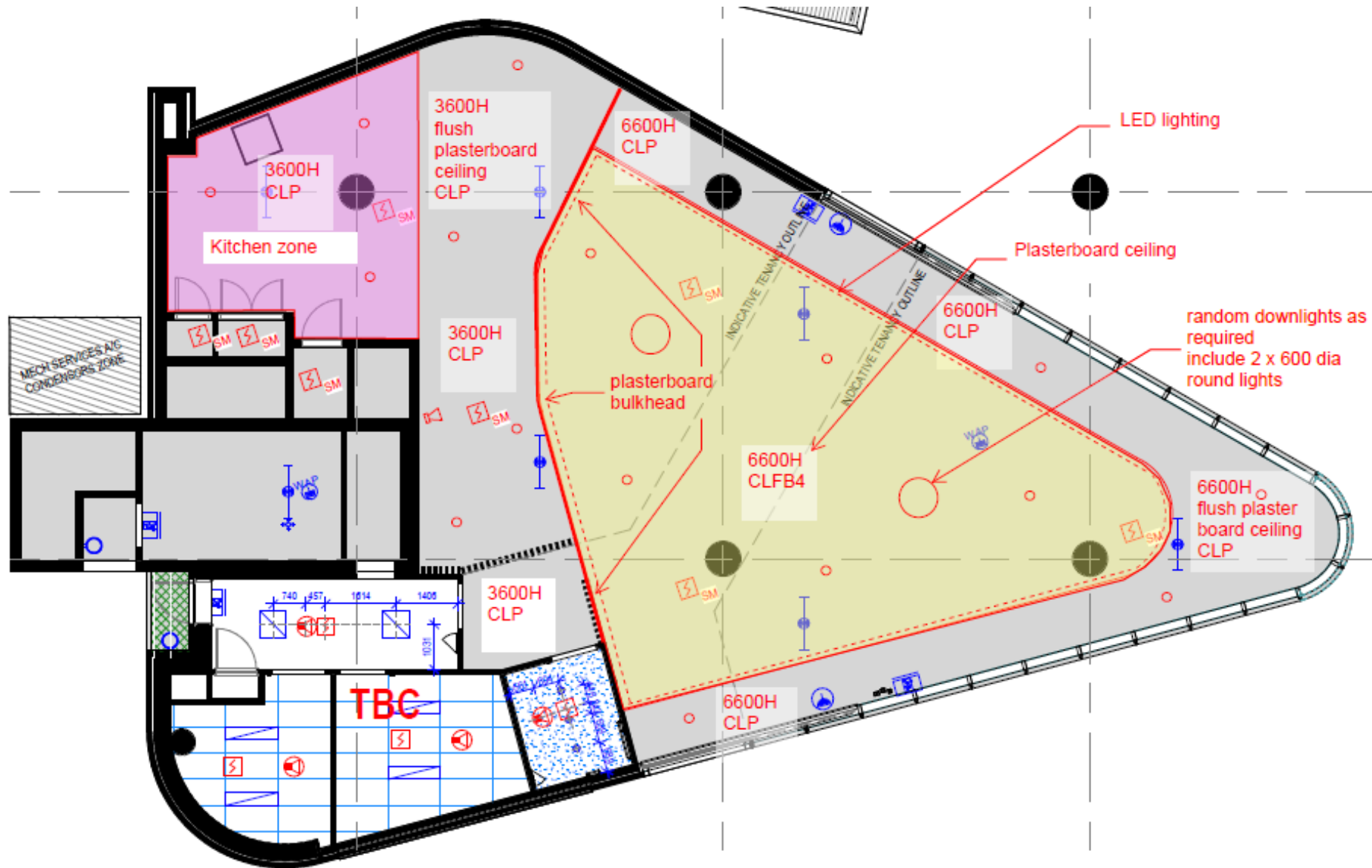


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# Illawarra Shoalhaven Local Health District

## Appendix 4 – Warm Shell – Electrical Provisions and Ceiling





Appendix 6 – Warm Shell – Exhaust

