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## Terms of Reference – Estate Canteen Operation

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### 1. Background:

The Public Rental Board (PRB), established under the Housing (Amendment) Decree No. 12 of 1989 (part of the Housing Act 1955), provides affordable rental housing to low-income earners on a transitional, non-commercial basis. As part of its commitment to developing self-sustained communities within its estates, PRB seeks a suitable operator for a **canteen facility located at the community hall of the Board's Raiwai Estate.**

### 2. Objective:

To establish and operate a **community-focused canteen** within the Rental Estate that provides essential, affordable, and accessible food and beverage services to residents (primarily low-income earners), fostering convenience and enhancing community well-being, while operating viably within the stipulated guidelines.

### 3. Scope of Services & Operator Responsibilities:

The selected Operator will be responsible for the complete operation of the canteen, including but not limited to:

- **Fit-Out:** Providing and funding all necessary interior fit-out, furnishings, equipment, and signage suitable for a 6m<sup>2</sup> space, subject to PRB approval.
- **Stock & Sales:** Sourcing, stocking, and selling food and non-alcoholic beverages. **The sale of alcohol, cigarettes or illicit drugs is not permitted.**
- **Affordability:** Ensuring all goods sold are priced **competitively and fairly**, strictly **on par with or below** guidelines set by the Fijian Commerce Commission.
- **Operations:** Defining and adhering to clear daily **operating hours** (to be proposed by the bidder and approved by PRB), ensuring consistent service for residents.
- **Utilities:** Directly incurring and paying for all **electricity and water** consumption related to the canteen operation.
- **Maintenance & Damage:** Covering all costs for routine maintenance of fixtures, fittings, and equipment. **Fully responsible for the cost of repairing any damage** caused to the PRB building or structure during the tenancy or fit-out.
- **Compliance:** Obtaining and maintaining all necessary **licenses and permits** (including NTC Business License) for the operation.
- **Hygiene & Safety:** Maintaining the highest standards of food hygiene, safety, and cleanliness in accordance with Fijian regulations. Ensuring a safe environment for customers.

- **Security: Solely responsible for the security** of the canteen premises, stock, and cash. **PRB explicitly holds no liability for any theft, loss, or injuries** occurring within or related to the canteen operation.
- **Waste Management:** Implementing appropriate waste disposal practices.
- **Insurance:** Securing adequate public liability and business insurance (proof required upon award).

#### 4. Eligibility Criteria:

Interested parties (Companies or Individuals) must demonstrate:

- A credible profile outlining relevant experience in food service, retail, or community operations.
- Valid Company Registration Certificate (if applicable) and Tax Identification Number (TIN) Letter.
- Valid Business License (or demonstrate the ability to obtain one immediately upon award).
- Financial capacity to undertake fit-out costs and sustain operations.
- Commitment to the non-commercial, community-focused ethos of PRB and serving low-income residents.
- Understanding and acceptance of all responsibilities outlined in Section 3.

#### 5. Tenancy Details:

- **Location:** Raiwai Rental Estate.
- **Premises:** Community Hall allocated space within the structure.
- **Lease Term:** Three (3) years commencing upon signing of the agreement.
- **Renewal:** Subject to satisfactory performance review by PRB at the end of the initial term.
- **Rent:** The Operator is required to propose a monthly rent amount as part of their Expression of Interest (EOI). Rent will be a key evaluation factor alongside the overall proposal quality and community benefit. PRB reserves the right to negotiate the proposed rent.

#### 6. Submission Requirements:

Interested parties must submit a comprehensive proposal document that covers the following:

- **Cover Letter:** Expressing interest and summarizing the proposal.
- **Company/Individual Profile:** Detailed background, relevant experience, and qualifications.
- **Certified Copies:**
  - Company Registration Certificate (if applicable).
  - TIN Letter.
  - Current NTC Business License (or application acknowledgment).
- **Proposed Rent:** Clearly stated monthly rent proposal.
- **Nature of Business & Operating Plan:**

- Detailed description of products/services to be offered (emphasizing affordability).
- Proposed daily operating hours.
- Pricing strategy commitment (aligned with Commerce Commission).
- **Fit-Out Plan:** Outline of intended fit-out approach for the space.
- **3 References**
- **Declaration:** Explicit confirmation of understanding and acceptance of all responsibilities (Section 3), including the **prohibition on alcohol/cigarettes/drug sales**, responsibility for utilities, damages, security, and liability.

## 7. Evaluation Criteria:

Submissions will be evaluated based on, but not limited to:

- Completeness and compliance with submission requirements.
- Relevance of experience and capability (Profile).
- **Proposed Rent** (Competitiveness and contribution to PRB's non-commercial objectives).
- **Affordability and Suitability of Proposed Goods/Services** for the low-income community.
- **Clarity, Feasibility, and Community Focus of Operating Plan & Hours.**
- Financial viability.
- Understanding and commitment to PRB's terms and community ethos.

## 8. Timeline & Process:

- Tender Advertisement/Release Date: **18 October 2025**
- Tender Submission Deadline: **31 October 2025**
- Evaluation Period: Approximately 2 weeks post tender advertisement closing date.
- Shortlisting & Interviews (If required): within the 2 weeks of evaluation
- Award Notification: within 2 months from the closing date of tender advertisement.

## 9. Site Visit:

A site visit may be arranged upon request during the EOI period. Contact [PRB Contact Person & Details] to schedule.

## 10. Clarifications:

All requests for clarification regarding this TOR must be submitted in writing to **tenders@prb.com.fj** before the tender advertisement closing date.

## 11. PRB Rights:

PRB reserves the right to:

- Reject any or all EOs without explanation.

- Request additional information from any bidder.
- Shortlist applicants.
- Negotiate terms with shortlisted applicants.
- Cancel or amend the EOI process at any time.
- Make the final selection decision based on the best overall value and community benefit.

## 12. Contact Information:

For submissions and inquiries:

Public Rental Board  
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Ph:3387787  
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Waisea Rokobera, Housing Estate Supervisor