

Invitation to Tender (ITT):

Operation of a Cafeteria Service at the Tyne Cafe



Introduction to Newcastle University Medicine Malaysia

Newcastle University Medicine Malaysia (NUMed) is an international branch campus of Newcastle University UK and a private university in Malaysia. Established in 2011, located in Iskandar Puteri, Johor as part of EduCity.

NUMed offers undergraduate degrees in medicine (MBBS) and biomedical science, as well as a foundation programme that provides a pathway to both degrees. The curriculum and study courses are identical to those provided in the UK and students will obtain an award conferred by Newcastle University, UK. Thus, students will be obtaining a UK qualification with the benefit of paying lower tuition fees. NUMed currently has 850 students registered to study on its programmes and 150 staff.

Newcastle University is one of the top medical schools in the UK and NUMed's MBBS degree is the only medical programme in Malaysia that is recognised by both the Malaysian Medical Council (MMC) and the General Medical Council (GMC), UK.

NUMed operates in Malaysia under the company name of **NUMed Malaysia Sdn. Bhd.** (792091-W). It is wholly owned by Newcastle University, UK.

The companies' management office address is as follows:

Newcastle University Medicine Malaysia
No. 1 Jalan Sarjana 1
Kota Ilmu, EduCity@Iskandar
79200 Iskandar Puteri
Johor, Malaysia

Further information about NUMed is available from our website at:
<https://www.ncl.ac.uk/numed/about-us>

To support NUMed students' learning experience and to develop our research agenda, we have established a medical clinic at the nearby Eco Botanic Iskandar Puteri commercial area in 2019. Newcastle Medical Clinic is managed by **Newcastle Primary and Specialist Care Clinic Sdn Bhd** (1280965-M).

1. Commercial specification

1.1 Café Introduction

NUMed wishes to invite companies to tender for its daily catering provision in Campus from 1st September 2026. This includes a full breakfast, lunch and dinner service and event catering. The successful cafe operator will be expected to provide a range of cuisine catering for all tastes including Malay, Chinese, Indian and Western. The cafe operator is required to be customer focussed and to provide response to feedback from NUMed Management.

The campus has a fully fitted kitchen, two cafeterias known as 'Tyne Café and Garden Cafe, two indoor and an outdoor seating area. At time events are catered for and served at various locations around the campus. The campus is open seven (7) days per week and on most public holidays.

1.2 Scope

A daily cafeteria service in the Tyne Café at the agreed operation hours and tariffs, providing:

- Food, produced on site, to include breakfast, lunch and dinner service
- Non-alcoholic refreshments
- Confectionery
- Miscellaneous snacks

The successful Contractor will be expected to provide a range of cuisine catering for all tastes including Malay, Chinese, Indian and Western. Contractors are expected to expand catering services for events around campus upon order from internal parties

1.3 Contract Duration

The Contract shall be for a period of two (2) years in the first instance with effect from 1st September 2026, expiring on 31st August 2028.

NUMed shall have the option to extend the term of this Contract by one (1) year subject to satisfactory review by NUMed of the Contractor's performance.

1.4 Performance Deposit

Upon award of the Contract, the Contractor shall pay to NUMed a sum of Ringgit Malaysia Ten Thousand (RM10,000.00) only as a performance deposit for the due performance and observance by the Contractor of all the singular and several covenants, conditions, stipulations and agreements stated in this Invitation to Tender.

The Performance Deposit is liable to any lawful claim or deduction by NUMed against the Contractor in the event of any breach or failure by the Contractor in observing or performing any of the terms, conditions or stipulations in this Invitation to Tender.

The Contractor shall maintain the Performance Deposit at the same amount throughout the term of the Contract and shall top-up the shortfall that may arise after any lawful claim or deduction made by NUMed. The Contractor shall pay any shortfall to NUMed within seven (7) days of notification by NUMed to top up.

In the event that the Contractor fails to top-up any shortfall in the Performance Deposit, NUMed may suspend the Contractor's operation until such time the same has been complied with by the Contractor. The Contractor shall not be entitled to any claim for compensation or loss of business due to such suspension.

The Performance Deposit is refundable to the Contractor without interest within one month from the date of expiration of this Agreement less any lawful deduction, claim, damages or any sums as may be lawfully due to NUMed by the Contractor (if any) under the Contract.

1.5 Contract Evaluation Criteria

NUMed reserves the right select potential contractors.

A Response Evaluation Committee comprising the NUMed's Senior Management, Café Committee, staff and student representatives will evaluate the responses.

The basis of any award will be the most economically advantageous offer to NUMed. This will be determined by:

a. Business background and experience

Please provide details of the following information:

- Background and History of Operation of Contractor
- Hygiene Certification and Operation
- Staffing Proposal (please provide CVs of key staff)
- Staff Training
- Example Menu Plans (to include prices)
- Referees x 2

For shortlisted operators:

b. Food sampling

Upon attending food testing, food samples will be evaluated based on these criteria: appearance, texture and taste.

c. Interview process

1.6 Performance Monitoring

Providers are advised that the successful providers' performance will be monitored on an on-going basis throughout the duration of the contract. NUMed Cafeteria Committee (NCC) will be responsible to provide feedback to the Contractor on a regular basis. For any feedback given, the Contractor are required to respond with an action plan, within a given time frame.

A scheduled inspection will be executed randomly to monitor the cleanliness of the premise, quality and food hygiene practised in compliance with Food Regulation.

The information gathered will form part of the review process to ensure the University's requirements are being consistently and reliably satisfied.

2. Technical specification

2.1 Food Safety and Handling

The Contractor shall comply with all food safety and hygiene legislation covered in:

- i. Food Act 1983 (Act 281)
- ii. Food Regulations 1985

The Contractor must co-operate with any such inspection and notify NUMed immediately a representative of the local or government authority visits the premises so that its officials may be in attendance.

Be responsible for the full compliance with all laws, by-laws and regulation relating the catering services in Malaysia to NUMed.

Use the energy and water provided by NUMed (on the basis of a metered supply or other arrangement) economically.

Segregate all waste generated in performing the contract into putrescible, used cooking oil, cans, bottles, paper, cardboard, PET plastics etc, Non-PET plastics, compostable vegetable waste, and meat waste for composting and recycling, and residue waste – with as much recycling as possible undertaken to reduce the amount of residual waste going to landfill or incineration.

2.2 Menu and Pricing

The Contractor shall agree a pricing structure/strategy with NUMed, which should actively encourage customers to select healthier options.

Develop menus that offer a variety of healthy foods to avoid menu fatigue or boredom on the part of customers.

Provide clear information highlighting ingredients in meals containing the allergenic foods.

The Contractor shall not increase the prices of food and drinks sold without the prior permission of NUMed.

2.3 Assignment and Subcontracting

The Contractor shall not transfer, sublet, sub-contact or assign directly or indirectly any of its rights and obligations, whether in whole or in part, under the Contract without the prior permission of NUMed in writing. Violation of this clause will render the Agreement liable to termination without notice and forfeiture of the security deposit.

2.4 Termination

Either party may terminate the Contract at any time during the term of the Contract by giving the other party not less than 3 months' notice in writing of such termination.

On the termination of this Agreement, the Contractor shall surrender to NUMed the premises, fixed equipment, furniture and movable equipment and articles provided by NUMed in good condition, fair wear and tear expected, and should any article(s) not be surrendered shall pay to NUMed the reasonable value of such article(s) or reasonable cost of repair of the article(s) assessed by NUMed.

2.5 Others

Conform to NUMed's policies on equal opportunities and valuing diversity and not discriminate on the grounds of sex, sexual orientation, colour, race, ethnic or national origin, or religion.

Smoking is strictly prohibited in NUMed premises, including the cafeteria. The Contractor shall ensure its employees strictly comply with this regulation

3. Tender Submission and Timeline

Milestone	Date
Invitation to Tender Issued	29 April 2026
Invited to tender for NUMed Catering Close	15 May 2026
Evaluation of Responses to this Tender	31 May 2026
Tendering Organisations notified of interview	First week of June 2026
Food Tasting and Interview	June 2026
Notification of Contract Decision	31 July 2026
Contract Award and Commencement Date	1 September 2026

Queries strictly via emails to be submitted to numed-cafecommittee@newcastle.onmicrosoft.com