



## TENDER FOR THE COMMUNITY CAFE

### **The opportunity:**

Shrewsbury House Community Association is seeking a new provider to run the Community Café service at Shrewsbury House Community Centre and to also provide catering for meetings, parties, weddings/civil partnerships and other events that may be held at the House. SHCA is licensed for weddings and is listed in the Greenwich catalogue of venues to get married/civil partnerships.

Shrewsbury House Community Cafe is set within a beautiful Grade II listed building with a pretty adjacent garden area, ideal for providing some outside space for eating 'al fresco'.

Trustees and staff are working hard and are committed to attract resources and continually improve the whole site and gardens and expand activities in the house. As these activities are becoming increasingly popular, we are seeking to develop the entire site further. We are striving to be more inclusive and reach out to the local community more and more to alleviate issues such as loneliness in our community.

A wide range of activities for all ages and ever increasing requests to hold events at the house means that the opportunity to provide the community café and host events could be a very exciting opportunity for the right person.

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## **1. Expressions Of Interest**

Shrewsbury House Community Association (SHCA) is seeking expressions of interest from suppliers able to provide the following services at Shrewsbury House Community Centre:

- The provision of a daily public cafe service providing healthy food and drink refreshment options to the community.

And

- The provision of catering for meetings, parties, weddings, funeral receptions and other events held at the House.

The full details of the Services (1 and 2 above) will be agreed between SHCA and the successful supplier in a formal Service Level Agreement that will form part of the contract between the two parties.

## **2. The Contract Period**

The contract will be for a period of five years and will be reviewed annually thereafter. Should SHCA Board or the provider of the café wish to give notice, a period of six months notice is required.

## **3. Hours of service**

Shrewsbury House is normally open from:

9am until 10pm Monday to Friday  
9am until 4pm on Saturdays.

Saturday hours may be extended to 11pm if we are hosting a private party.  
The House is normally closed on Sundays except for special events.

The cafe service is required to operate for all or part of the opening hours for a minimum of 48 weeks in a full year.

Suppliers should specify their intended opening hours.

Opening hours may be varied during the contract period by agreement with the Shrewsbury House manager. Weeks when the cafe is closed, if any, will be by agreement with the Shrewsbury House Manager and to suit the needs of the House.

#### **4. Kitchen facilities**

Shrewsbury House has a fully equipped catering kitchen. All the equipment is in working condition and will be made available to the successful supplier for the duration of the contract period.

Any additional equipment required by the supplier must be provided at their own expense including the cost of installing and removing it on termination of the contract.

The cost of any repairs or maintenance to the kitchen equipment during the contract period will be the responsibility of the successful supplier. At the end of the contract, the supplier will ensure that all equipment is in full working order.

Potential suppliers are invited to inspect the kitchen by arrangement with the House management.

#### **5. External catering**

The supplier may use the kitchen facilities for their own external catering clients provided that the Service Level Agreement is delivered.

#### **6. Services**

The cost of gas, electricity and waste disposal will be borne by SHCA.

#### **7. Continuity of service**

The cafe and catering services at Shrewsbury House form an important part of the provision to the local community and attract additional footfall to the house. In the first year of operation the cafe has developed a reputation for quality at affordable prices. The successful supplier must be able to provide continuity of service from the start of the contract period. The acceptable notice period is specified above under 'Contract Period'.

#### **8. Quality Control, Staffing levels and training**

All staff involved in the preparation and serving of food must be properly trained and supervised and hold a minimum Level 2 Food Safety qualification. Adequate staff numbers must be available at all times in order to provide the advertised service to customers.

Shrewsbury House staff will monitor the quality of food, value for money and service and issues that may arise will be dealt with at a monthly meeting between the Manager of Shrewsbury House and the Manager or other designated person from the supplier.

Providers will be expected to put in place their own policies and procedures for the staff they employ, in line with legislation. The supplier will be held responsible in the contract for their own organisation's internal Health and Safety policy and practices. These should be of a minimum standard comparable to SHCA's own policies, but taking into account any special requirements of their organisation.

SHCA has a duty of care to its staff and users of the community centre. As such providers and their staff are encouraged to be aware of the policies and procedures of SHCA and these will be available as part of an induction pack in particular:

- Health & Safety
- Equality & Diversity
- Lone Working Policy & Procedure
- Fire Safety
- Safeguarding Adults & Children
- Complaints Policy

## **9. Food Hygiene and Health and Safety**

The supplier is responsible for maintaining the kitchen, food preparation and serving areas to the highest standards for food hygiene and for carrying out the necessary, cleaning, checking and documentation routines to meet the inspection requirements.

The supplier is responsible for carrying out and maintaining risk assessments for the kitchen and food preparation and serving areas and for the health and safety of their own staff, trainees and customers.

The supplier will provide allergen information and notices for customers.

The supplier will hold employee and public liability insurance.

## **10. Sale of alcohol & Use of Bar**

The sale of alcohol in the café or for catered events is by negotiation and will form part of SLA discussions.

There is potential to incorporate the SHCA bar within the café operations and we welcome any ideas you may wish to propose.

## **11. Financial terms**

Suppliers are invited to tender on the basis of either:

- a. Payment of a fixed monthly amount.
- b. Reduced monthly amount plus a revenue share.

Your tender document should make clear which of these options you are offering and specify the amount and revenue share you are prepared to offer.

## **12. Timetable**

Expressions of interest should be received no later than **Friday 5th April**

Full bid documents must be received by **Monday 15th April**.

**Please send your full bid documents to: Sonia Maloney the Centre Manager at Shrewsbury House via Email : [manager@shrewsburyhouse.org](mailto:manager@shrewsburyhouse.org)**

Bids will be reviewed by a panel of Trustees from **15th to 18th April 2019**.

Shortlisted suppliers will be invited to give a presentation/tasting on **Wednesday 24th April**.

Providers will be notified of their success or otherwise by **week commencing 29th April**.

## **Appendix A:**

### **Assessment criteria**

Bids will be assessed against the following criteria:

1. How well does the proposal meet the needs of our users for quality and affordability?
2. SHCA wishes to support local, sustainable and fair trade food and drink suppliers. How well is this acknowledged in the proposal?
3. SHCA wishes to support healthy eating and balanced diet. How well is this acknowledged in the proposal?
4. How well do the proposed hours of operation sufficiently coincide with the needs of our users?
5. SHCA wishes to minimise its impact on the environment. How well does the proposal address the challenge of 'reduce, reuse and recycle' to minimise waste?
6. How well does the proposal provide potential employment, training or other opportunities for local people?
7. SHCA wishes to encourage the supplier to develop food-related events. Does the proposal contain ideas for how this may be taken forward?
8. SHCA will promote the cafe service through its own website and social media. How well does the proposal indicate how the supplier will promote and market the café in coordination with and independently of SHCA, taking into account the needs of our users?
9. What experience, if any, does the supplier have of delivering a similar service?