



# **MANAGEMENT AND OPERATION OF THE HILL STATION COMMUNITY CAFE: INVITATION TO TENDER**



April 2013

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# Hill Station: Invitation to Tender

## 1. Introduction

This is an invitation to tender to operate the Hill Station community cafe on Telegraph Hill, New Cross in South-East London for a period of 3 years from August 2013.

The Hill Station was opened in July 2010, and occupies a previously derelict undercroft underneath St Catherine's Church, Kitto Road, SE14. This undercroft was transformed into a vibrant community space by volunteers who created a charity, [Bold Vision](http://www.boldvision.org.uk) (<http://www.boldvision.org.uk>), for the purpose. Money was raised from local people and from grant-giving bodies, and much of the work was completed by local volunteers. The resulting space - the Hill Station - is also used as a meeting place, art gallery, and evening event venue, but during the day, its prime function is as a cafe serving the local community on [Telegraph Hill](#). This tender relates solely to the running of the cafe business, though it is essential that the cafe operator will share the values of Bold Vision, and will operate the cafe as a community resource and in a manner consistent with other activities and events happening within the space.

Since its opening in 2010, the cafe has been run and operated on a profit share basis by founder members of Bold Vision. During this time, the space has been subject to ongoing improvements and expansion. With the completion of the space and the decision by the main operator to move on, we are looking for a new manager to run all aspects of the cafe, as an independent Service Provider, paying a monthly license fee to Bold Vision.

## Service overview and Opening Hours

We are looking for a Service Provider to operate a high quality catering outlet, that:

- offers a comprehensive range of hot and cold beverages,
- offers good quality, well-produced simple food representing value for money,
- offers locally sourced, fair-trade products
- maintains a welcoming and inclusive atmosphere for all members of the community
- supports, complements and enhances Bold Vision's mission, values and activities.

**Opening hours should be at least between:**

Monday- Friday 10.00 – 17.00 (though we are willing to consider one day closure per week)  
Saturday 10.00 – 16.00  
Sunday 10.00 - 16.00

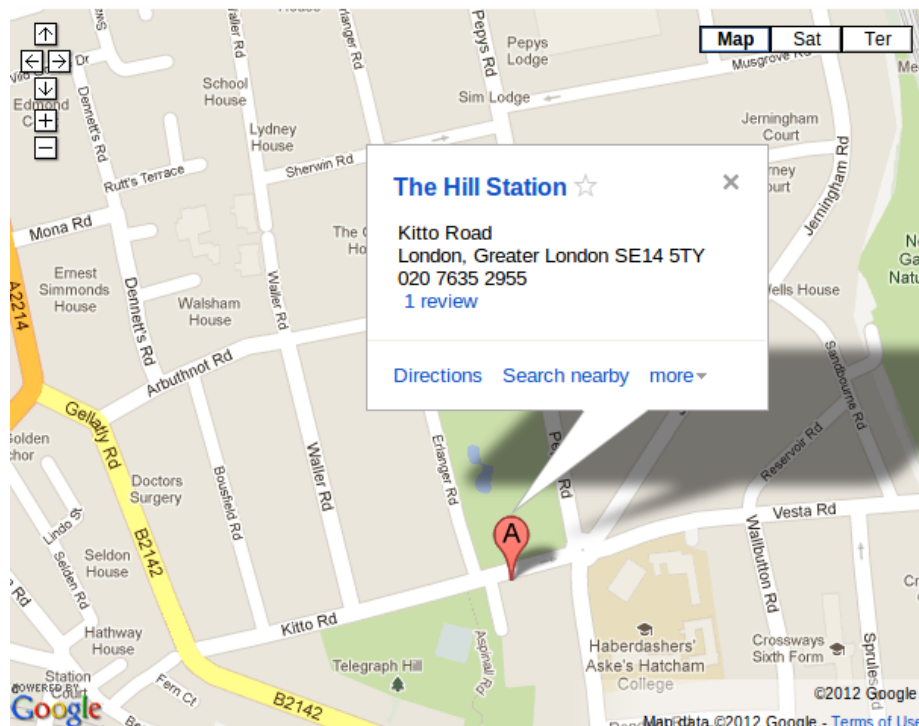
In addition, the Service Provider will be able to offer catering for evening events in the Hill Station. This would be subject to separate arrangements between the Service Provider and event sponsors.

**Bold Vision will charge a minimum annual fee to the Service Provider of £9000 (payable quarterly).** Bidders are asked to make a financial proposal for the license fee they would be prepared to pay above and beyond this minimum amount. The Service Provider will be accountable to the Bold Vision management committee for the operation of the cafe in line with the service agreement.

A requirement of the contract is that the café is open for business at the latest by the 5th August 2013. The contract will be for a period of 3 years, with the option to extend on an annual basis for up to another period up two years, at the sole discretion of Bold Vision.

## Location

The Hill Station is located underneath a busy community centre attached to St Catherine's Church in Kitto Road, Telegraph Hill, SE14. It is situated between two parks and close to Haberdashers' Askes school, providing a regular throughput of customers.



## Contact & Tender Return

If you are interested in tendering, please submit your proposal by **3 May 2013** to:

Name: Stuart Bell, Bold Vision Treasurer  
Address: 80 Erlanger Road, London, SE14 5TH  
Telephone number: 07885 846209  
Email: stuartbell80@btinternet.com

Tenders should include:

- Your experience in operating similar or relevant businesses, your qualifications and relevant standards/certificates
- Your proposed service offering, including sample menus and pricing, and information on food sourcing
- Your proposed staffing structure including recruitment policy and wage rates
- A draft cash-flow for the first year of operation
- An inventory of equipment to be provided
- A financial proposal for the license fee payable to Bold Vision
- A statement setting out how you would seek to implement the values of Bold Vision.

## Timetable

1 April 2013	Publication of Invitation to Tender.
Week starting 15 April 2013	Site visit and briefing for bidders, questions from bidders (date to be arranged)
3 May 2013	Closing date for tender submission.
Week beginning 13 May 2013	Interviews with bidders
End May	Provisional selection made
Early June 2013	Final discussion on Service Agreement with Service Provider and agreement on start date.
June-July	Service Provider preparations
05 August 2013	Service Provider start date



## **2. Tender Specification**

### **2.1 General policy**

Service Providers must operate the cafe according to the following overarching objectives. Bold Vision will review the performance of the Service Provider against these criteria:

- To provide healthy, nutritious meal options
- To ensure a welcoming and inclusive environment and pleasant surroundings
- To ensure customer satisfaction and responsiveness to customer feedback
- To provide a flexible service (responsive to site and user specific requirements)
- To operate in close partnership with Bold Vision
- To demonstrate a commitment to the development of the Hill Station as a vibrant community space
- To demonstrate a commitment to environmental improvement; and a willingness and capability to minimise negative environmental impact, including with regard to water and energy use, and waste minimisation.
- To provide decent working conditions for staff, including at a minimum, payment of the London Living Wage
- To benefit the local community through the use of local labour, and engagement with the community and local voluntary Sector.

**Service Providers are encouraged to make their own proposals for the achievement of these objectives.**

### **2.2 Required Services**

The Service Provider is expected to provide the services of running a community cafe, which is open at least 6 days per week.

The Service Provider is also expected to facilitate the use of the cafe space for community purposes and events including:

- enabling temporary art exhibitions within the cafe, subject to agreement with the Bold Vision
- leaving the cafe in a clean and safe condition for use by community groups outside of operating hours.

All events should be kept open to all members of the public, this is Bold Vision policy.



## **2.3 Optional Services**

It is important to Bold Vision that the Hill Station remains an inclusive community space. Bidders are encouraged to propose how they would deal with requests for catering by community organisations and events, outside of normal opening hours, including proposed financial arrangements.

Additionally, while not a requirements of the tender, bidders are requested to state their attitude towards obtaining a license for the sale of alcohol.

Responses to this tender should specify how the Service Provider will meet these requirements.

## **2.4 Security of the Hill Station**

It is essential that the Hill Station is left secure and fit for the next day's business after each evening or weekend use. Responsibility for closing up after any event will be determined as part of any event planning between the Service Provider and Bold Vision. This would rest with either:

- The Hill Station Service Provider
- A paid caretaker
- A trained volunteer key holder from BV.

## **2.5 Period of contract**

This is a contract for a period of **3 years** with the option to extend on an annual basis for a period up to **24 months**, at the sole discretion of Bold Vision.

It is a requirement of the Contract that the Community Café be open for business at the latest from the 5 August 2013.

# **3. Catering Policy**

## **3.1 Menu**

The Service Provider is to provide daily menu which must vary regularly and, as a minimum, include provision for meals catering for vegetarian and vegan needs.

**Service Providers are expected to observe the following sourcing guidelines:**

- Meal options must offer value for money and cater for a range of income groups.
- Fairtrade ingredients to be used wherever possible
- Products, where sold, should be Fairtrade where possible
- Eggs from cage free hens
- Meals should follow healthy eating guidelines and contribute to health promotion
- Fish should be from sustainable fisheries
- Meat and poultry to be 'Farm Assured'
- Delivery containers must be re-usable, wherever possible
- The 'Food Miles' travelled by products should be the lowest possible in order to satisfy the Contract.

**The menu should contain at least the following:**

- a variety of teas, coffee, juices and healthy soft drinks
- breakfast items including sandwiches and hot food
- a range of lunch dishes including soup, sandwiches, salads, simple hot meals
- cakes and pastries

Bidders should provide a sample menu including sales prices, and also an indication of other foodstuffs they may wish to sell.

They are also asked to indicate whether they would be proposing to sell alcohol either during the day or at optional evening events.

### **3.2 Preparation of food**

All foodstuffs must be of standard commercial quality.

Foodstuffs must comply with relevant or specified provisions of law as amended, varied, extended or replaced and in force.

Products containing nuts or nut derivatives should be clearly labelled.

All catering stock shall remain the property of the Service Provider until consumed. Its safekeeping is the Service Provider's responsibility. Bold Vision cannot take any responsibility for wasted stock through fridge/freezer failures.

### **3.3 Cleaning, pest-control**

The Service Provider will be responsible for the washing and drying of all equipment used in the provision of the catering services and for cleaning the production and servery areas.

The Service Provider will be responsible for laundering all tea towels, tablecloths, serviettes and any other linen items used in provision of the Services. Dish clothes, mop-heads and other cleaning equipment must be regularly washed.

The Service Provider shall be responsible for wall washing and internal window cleaning. The Service Provider shall be responsible for the cleaning of all premises and all equipment used for or in connection with the provision of the Contract.

It is the Service Provider's responsibility to supply at their cost all cleaning materials, dishwasher salt and personal protective equipment to be used by their employees.

Standards of cleaning must meet those set out in the Food Safety Act 1990, Food Hygiene (England) Regulations 2006, Regulation (EC) No. 852/2004.

The Service Provider must have due regard for COSHH Regulations and shall keep all hazardous materials used on the Premises under proper control and storage, and shall ensure that all such materials are clearly and properly labelled.

At no time should waste fats and oils be allowed to build up in any part of the kitchen. Waste fat or oils must not be disposed of down sinks or drains. At the Service Providers expense, waste fats and oils must be removed from site as soon as possible and disposed of by a specialist

The Service Provider shall exert utmost vigilance in detecting and preventing signs of rodent and other vermin and insect infestation and, when discovered, notify Bold Vision immediately. The Service Provider will be responsible for the extermination of the vermin and any subsequent preventative measures on the premises.

### **3.4 General**

All kitchen equipment shall be kept in a clean, safe and hygienic condition, free from grease, debris, marks and smears as is practicable.

The Service Provider shall keep any storage space allocated for their use clean, tidy and properly secured.

The Service Provider must maintain sufficient and clean crockery, glassware and insulated flasks to operate the service.

## **4. Waste Management**

The Service Provider shall be responsible for maintaining and paying for an appropriate commercial waste contract.

The Service Provider shall ensure that all waste is disposed of safely and hygienically at these areas and does not leave waste in such a way that it may cause a health and safety risk to a third party. It shall be the Service Provider's sole responsibility to keep kitchen waste disposal containers clean and free of vermin.

## **5. Inspections**

Monitoring of the Service Agreement will take place. Part of the process will be to check and monitor the Service Provider's systems. The Service Provider shall permit any of Bold Vision's nominated officers to inspect, without prior notice at any reasonable time, any premises, equipment, materials or food used, or proposed to be used, by the Service Provider in the provision of the Services, and to test and take samples from them. The Service Provider shall co-operate to facilitate the carrying out of such inspections.

## **6. Equipment**

Existing equipment is listed at **Appendix 1**. Bold Vision will provide the Heavy Equipment detailed in the Heavy Equipment Inventory, for use by the Service Provider. Any replacement or additional Heavy Equipment will be subject to the approval of Bold Vision. Any additional Heavy Equipment should be provided by the Service Provider.

Use of this equipment is included in the license fee. Replacement will be funded by Bold Vision (subject to agreement by Bold Vision, correct use and normal wear and tear). Any damage/faults caused by misuse or neglect of the Service Providers staff will be charged to the Service Provider.

Bidders are asked to provide a list of other equipment that they would provide.

The Service Provider will assume responsibility for the maintenance of all of the equipment, whether provided by Bold Vision or the Service Provider, used in the provision of this service.

The Service Provider should maintain all equipment in an efficient working order and in a good state of repair and comply with the relevant legislation.

The Service Provider is required to keep appropriate records in relation to the maintenance of equipment and premises, which should be made available to Bold Vision on request.

### **6.1. Light Equipment**

The Service Provider will be responsible for providing all light equipment, including some electrical appliances, crockery, cutlery and kitchen utensils. There must be an adequate number to cope with the levels of service expected. These shall be regarded as the property of the Service Provider. The light equipment inventory will be agreed at the commencement of the Contract.

The Service Provider shall be responsible for any replacements and additions to any light equipment as required during the Contract period. At the end of the Contract period the Service Provider shall return to Bold Vision all such items as detailed as Bold Visions's property in the Light Equipment Inventory.

The Service Provider shall provide all necessary equipment to enable the taking and recording of food and equipment temperatures.

## **7. Disposable Materials**

The Service Provider will be responsible for providing at their own cost any disposable equipment that is required in the normal course of providing the Services.

Disposable material should be chosen according to the least environmental impact i.e. card and paper should be chosen over plastic.

## **8. Repairs**

The Service Provider shall be responsible for arranging and paying for the repair of kitchen equipment and café furniture as necessary, subject to prior approval by BV.

In addition they shall recommend replacement equipment where this is required.

In addition they will be responsible for arranging for the undertaking minor running repairs to the Hill Station, subject to agreement with BV.

## **9. Dining Facilities**

### **9.1 Furniture**

Bold Vision will provide dining furniture, as agreed on the Furniture inventory at the inception of the contract. The Service Provider will be required to purchase additional or replacement dining furniture they feel appropriate.

The Service Provider is required to seek the approval of Bold Vision for the type, design, colour and number of furniture items to be purchased, prior to the actual purchase.

## **9.2 Cleaning of dining areas**

The Service Provider shall be responsible for removing all catering debris and spillages generated in any of the service areas and leave the dining furniture and floor surfaces clean, dry and free of marks and smears. The floor should be swept and spot mopped on a daily basis and cleaned thoroughly on a weekly basis.

The dining tables will be washed down both before and after service with an anti-bacterial detergent and chairs cleaned after service as required to remove any food and drink spillage.

The Service Provider will be responsible any necessary floor maintenance undertaking i.e. machine scrubbing.

## **10. Catering Hygiene Requirements**

The Service Provider is responsible for maintaining the cleanliness of the Hill Station lavatory.

Without prejudice to any more specific obligations imposed by the Contract, the Service Provider shall ensure that in the provision of the Services the Service Provider and all of his employees comply with all relevant requirements of the law and of good practice relating to food hygiene. In particular and without prejudice to the generality of the foregoing, the Service Provider shall comply with the Food Safety Act 1990 and associated legislation, including the Food Hygiene (General) regulation and all other subsequent and relevant legislation.

The Service Provider is responsible for maintaining a safe and hygienic facility for customers and staff, and for complying with all relevant legislation and regulations on the preparation of food, including:

- first aid facilities for staff
- sanitary notices for staff
- proper storage of food
- wash-hand basins for the use of the Service Provider's staff which are kept clean and in efficient working order
- appropriate containers intended for storing food that are protected and kept free from contamination.
- all open food in process of preparation, serving or consumption is protected from flies, other insects, rodents and other vermin.

The Service Provider shall employ in and about the provision of the Services only such persons as are in good health and have a high standard of oral and personal hygiene.

The Service Provider shall ensure that his staff, agents and Service Provider act in full accordance with the requirements of the Health and Safety at Work Act 1974 (and any amendment or re-enacting thereof), the Food Safety Act 1990, and of any other Acts, Regulations or orders pertaining to the health and safety of persons who, although not employed by the Service Provider, may be affected by the activities of the Service Provider or his employees.

## **11. Staffing**

### **11.1 General**

Bidders are requested to provide details of their proposed staffing structure and recruitment policy.

- All staff should be paid, at a minimum, the [London Living Wage](#).
- Staff must be provided with written contracts, which will be subject to disclosure to Bold Vision.
- Where possible, staff should be recruited from the local community.
- Under no circumstances should Service Providers staff allow their children in the kitchen or servery areas during staff working times.
- Bold Vision should be kept informed of staff changes.

### **11.2 Staff Meals**

The Service Provider shall be responsible for the provision of meals to their staff in line with relevant legislation

### **11.3 Training**

The Service Provider shall ensure that all staff has the appropriate training to comply with requirements of this Specification.

## **12. Customer Care**

The Service Provider shall ensure that all customers are served promptly, effectively and courteously and that their staff shall make every effort to meet customer's needs and to take account of personal and special circumstances.

The Service Provider must comply with Bold Vision's Complaints Policy<sup>1</sup>, and shall deal with any complaints received, whether orally or in writing, in a prompt, courteous and efficient manner. The Service Provider must provide a quarterly return of all complaints they have received and action taken.

The Service Provider shall introduce a complaints procedure to ensure that customer's complaints are dealt with effectively. This procedure should be submitted as part of their tender.

## **13. Cash Tills**

The Service Provider will provide their own cash registers, card payment facilities and undertake banking at their expense.

The Service Provider will provide a summary of the quarterly takings to Bold Vision in a format to be agreed before the commencement of the Contract.

## **14. Use of Premises**

The permission to enter and use the premises does not constitute the grant of tenancy of any part of the premises and is for the duration of the contract period only, or for any further period as Bold Vision may stipulate.

The Service Provider accepts that the Premises are provided to the Service Provider solely for the provision of the Services specified in the tender documents and may be used by him or his agents for no other purpose unless by prior agreement of Bold Vision in writing.

## **15. Marketing**

It is the responsibility of the Service Provider to carry out any marketing campaigns they deem necessary to encourage increased turnover in the café.

Any such marketing material must comply with Bold Vision's policies and standards<sup>2</sup>

The Service Provider will ensure that the wording and overall design of any publicity material will be agreed prior to publication with Bold Vision.

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<sup>1</sup> <http://www.boldvision.org.uk/wp-content/uploads/2012/11/Policy-Complaints.pdf>

<sup>2</sup> <http://www.boldvision.org.uk/about/bold-vision-policies/>

2

<sup>2</sup> <http://www.boldvision.org.uk/tree-poster-policy/>

2



We encourage publication of Menus on the Bold Vision website. Additional marketing material may be posted on the Bold Vision website subject to approval by the Bold Vision Committee.

## **16. Utilities**

The Cafe Operator shall be responsible for payment of Business Rates, and all utility bills (electricity, gas, water, phone).

# Appendix

## Appendix 1 - Inventory of Current Equipment

Electrical Items	
Electric hob	Britannia
Contact Grill	Buffalo
Hotplate	Buffalo
Toaster	Growlett
Microwave	Sharp
Dishwasher	Asber
Kettle	
Espresso/coffee machine	Rencillo
Coffee grinder	
Juice mixer	Dinkum
Larder Fridges (3)	Hotpoint, Beko, Gram
Chest Freezer	Zanussi
Drinks fridge	Coca cola
Fridge Freezer (2)	Bosch, Hotpoint
Drinks Fridge	Caravell
Fly Killer	
Till	Sharp
Refridgerated display cabinet	Sifa

Wifi router	BT
Amplifier and speakers	NAD
Hoover	Henry
Coatstand	
<b>Misc. Utensils</b>	
Pots and Pans	
Crockery	
Cutlery Stations	
Towel Dispenser	In lavatory
Cutlery (inc unused)	
<b>Furniture</b>	
Baby change unit	In lavatory
Sofas	4 leather sofas
Tables	3 small tables, 1 long table, 1 medium sized table
Chairs	11 plastic stackable chairs, 15 wooden stackable chairs
High chairs	5 wooden
Bar tables	2 high tables
Stools	4 bar stools
Trolley	1 cutlery trolley on wheels
Grand piano	

## Appendix 2 - Hill Station Operational Information

### Financial Summary for 2012

#### Income

2012	Takings
Q1 (Jan-Mar)	37,760
Q2 (Apr-June)	41,690
Q3 (July-Sept)	50, 340
Q4 (Oct=Dec)	38,540
<b>Total</b>	<b>168,330</b>

#### Overheads (2012 annual)

Phone and internet	£515	
Electricity	£7,116	
Insurance	£580	
Waste	£1,265	
Business rate	£4,000*	

\* we are currently seeking a review of this figure as a charity