

## INVITATION TO TENDER

For

Coffee Shop operation within  
Basingwerk House  
&  
The Bake House



Greenfield Valley  
Dyffryn Maes Glas

## SUMMARY INSTRUCTIONS AND DETAILS OF CONTRACT

ITEM	CONTRACT DETAILS
Contract Description:	To provide bespoke and flexible coffee shop services within; Basingwerk House and The Bake House, Greenfield Valley Heritage Park, Holywell, CH8 7GH .
Period of Contract:	Soft opening April 1 <sup>st</sup> 2020 for one year plus two single year options subject to both Parties agreement.
Details of further information:	Further information is set out in the Specification.
Submission instructions:	Tenderers are required to send their tender submissions electronically to:  Chair of the Board of Trustees  info@greenfieldvalley.com
Date and time for tender submission return:	12:00 NOON ON 29.11.2019
All enquiries to be sent to:	info@greenfieldvalley.com
Timeline	Applications deadline – 29 <sup>th</sup> November 2019 Appointment Meeting - 9 <sup>th</sup> December 2019 Premises Available - 13 <sup>th</sup> January 2020

### Important notice;

This Invitation to Tender (“ITT”) is issued by Greenfield Valley Trust (GVT) to a range of experienced local caterers who can provide bespoke and flexible coffee shop style catering services.

GVT and / or its Trustees are not liable for any costs resulting from any amendment or cancellation of this tender process nor any other costs, charges, fees, expenses, claims or disbursements (howsoever arising and including third party costs) incurred by those expressing an interest for this contract opportunity.

## **Introduction to Greenfield Valley Trust**

Greenfield Valley Greenfield Valley Heritage Park is a 70 acre site, extending from the A548 coast road at Greenfield to the town of Holywell. The site reflects the varied and very long history of the area. It contains some of the most significant and interconnected industrial heritage in North Wales and has a remarkable number of historic sites, including seven scheduled ancient monuments, plus a museum within its boundaries. The once heavy industrial landscape now offers pleasant woodland walks. The Valley has a wide variety of different habitats and species of flora and fauna. The old reservoirs and watercourses are now a haven for wildlife.

The Valley has recently achieved Green Flag status. Access to the wider Valley is free. This also includes the ruins of Basingwerk Abbey, which is owned and managed by Cadw.

A charge is made to visit the main museum complex. Set up in the 1980's, the museum focuses on Greenfield's farming and industrial past. The Museum centres on the historic Abbey Farm together with a number of significant buildings from the area which have been moved and reconstructed. The museum was renovated in 2016 with up-to-date colourful displays and interactives.

There is an extensive calendar of events and activities, a school visit educational programme and wide-ranging volunteer opportunities. The museum is fully accredited under the Arts Council professional standard scheme. Young visitors are not forgotten. The museum displays include interactives for children. The Cart Shed Activity Space has a changing programme of craft-based self-led activities. Explorer bags are available. There is a soft-play area and mini tractors for very young children and a tunnel maze and tree-house complex for the more adventurous. Annual Passes offering unlimited access for twelve months from day of purchase are very popular, offering great value for money. At present the museum alone has approx. 15,000 visitors per annum.

## **Schedule 1 - Specification**

### **Catering Objectives**

GVT has identified its key objectives as follows:

#### **Quality**

To supply a wide choice of high quality, nutritious and well balanced snacks and refreshments at agreed times, giving good value for money and within budget, which reflect well on the Volunteers, Staff and Visitors at Greenfield Valley Trust.

#### **Efficiency**

To provide an efficient catering operation that meets the various requirements of visitors.

#### **Delegation**

To delegate the operational responsibilities to the Contractor who will respond efficiently and effectively to those needs.

#### **Management**

To ensure that the Catering Manager is a well-qualified professional with a proven track record, able to communicate with Visitors to Greenfield Valley and who will take a proactive approach in assisting in the provision of first class services on behalf of GVT.

#### **Innovation**

To ensure that the catering service is provided by dedicated and appropriately trained staff, offering enthusiasm, creativity and innovation and to supply a stimulating range of food options based on fresh produce.

#### **Environment**

To provide a caring and welcoming environment, providing flexibility and good communication making sustainability issues a high priority at all times.

#### **Cost Effectiveness**

To ensure, by way of professional accounting practices, that catering service costs are always accurately recorded, monitored and contained within an agreed budget.

#### **Suppliers**

To source produce from local suppliers, whenever it is possible and practical to do so.

#### **Openness**

To ensure that all records are open for inspection by GVT or their nominated representative at all reasonable times. GVT is to be kept informed of the full facts of the Catering Services including sales and operation at all times with clear, precise and regular reporting by the Catering Manager.

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## **Specification of Contract**

This Specification sets out the nature of the services to be provided under the Catering Services Agreement. Where quality standards are set out, they are the minimum acceptable level to be achieved on a consistent basis. The specifications are not exhaustive and are to be taken as indicative of the general standards which are to be achieved.

Where the services required are described, this is to give a broad indication of the type and volume of services currently envisaged. It is expected that the Contractor will co-operate with GVT during the course of the Agreement to provide such services as are required and to develop and improve the services to meet changing needs.

## **Service Standards**

- All services must be prompt, friendly and efficient, recognising the needs and circumstances of the customer.
- All advertised hours of opening of the catering services must be adhered to.
- It is essential that the Contractor is flexible and responsive to the service needs of the Visitors. Changes may be required at relatively short notice.
- All service provisions must meet all current and future Food Hygiene and HSE regulations.
- Adherence to current legislation and sector best practice
- Allergen compliance in relation to all food and preparation areas, appropriately trained staff to deal with customer requests for information about allergens.
- The Contractor must inform GVT of any reports on their business activities resulting from any visits by the Department of Environmental Health within 24hours.
- The Contractor must ensure that all personnel (including any sub-contracted staff) are clearly identifiable while on GVT premises.
- GVT wishes to partner an organisation who can proactively manage cost areas whilst attaining and maintaining high quality service levels within Basingwerk House and the Bakehouse.
- Food and beverages will be allowed to be consumed throughout all the areas identified as the leased premises.

## **Catering Services Information - Catering Facilities and Equipment**

**Coffee Shop Area** - The Coffee Shop facility with limited localised seating and supporting preparation area will be located on the ground floor of Basingwerk House, the Bakehouse is a fitted kitchen for a take away catering facility with serving hatch into play area and main foot paths in the wider valley.

**Coffee Shop Ambience** - The Coffee Shop will have a very "Artisan" ambience which will be reflected with the layout and interior design of the servery and seating areas.

**Service Style** - High quality biodegradable or recyclable disposables will be utilised for all purchases of food and beverages.

**Branding** - All branding such as marketing / tariff boards and uniform styles etc. must be made by the Contractor in agreement with GVT.

**Planned Servery and Preparation Space** - Given the expected seasonally high footfall to the Café, speed of service will be essential. This includes the heating up of products, hot beverage production and payment transactions. Drawings of proposed serving area and efficiency would support the tender document.

**Cash Register** - The cash register will be Contractor's responsibility to source and have the ability to take credit and debit card payments as well as contactless payments. WiFi is available within the building.

**Light Equipment and Service Wares** - All necessary light equipment, service wares, food display equipment etc. will be a Contractor's responsibility. The Contractor will also have to supply a safe for the safe holding of cash.

**Office Accommodation** - There will be no dedicated office accommodation for the successful Contractor. Filing will have to be accommodated within the storage area and orders etc. placed via a laptop whilst working from a desk / work station within Basingwerk House. GVT meeting rooms can be booked as required for any confidential meetings.

**Staff Welfare Facilities** - There will be no dedicated welfare facilities for the catering team but access to general building user facilities will be available.

**Waste Removal** - The Contractor will be responsible for the removal of all waste from the Coffee Shop preparation area to the designated waste collection area provided by the GVT.

## Catering Offer

The following proposed food and beverage offering is preferred subject to any restrictions caused by the actual catering facilities available. Vegetarian and other special dietary options must be available and adequately labelled re allergens by the Contractor. The focus must be on healthy products and locally sourced products.

<p><b>All Day Hot Drinks</b></p> <ul style="list-style-type: none"> <li>• Gourmet Coffee* - Americano, cappuccino, espresso, latte and mocha all supported with a range of coffee syrups</li> <li>• Hot Chocolate</li> <li>• Tea including speciality options</li> <li>• All Day Cold Drinks</li> <li>• Selection of waters including still, sparkling and flavoured Selection of Coca Cola, Sprite etc.</li> <li>• Fruit juices / Fruit smoothies</li> </ul>	<p><b>Breakfast Offer</b></p> <ul style="list-style-type: none"> <li>• A choice of hot items to be served in a selection of breads and rolls such as bacon, sausage, choice of egg etc.</li> <li>• Granolas/cereals and fresh fruit</li> </ul>
<p><b>Sweets</b></p> <ul style="list-style-type: none"> <li>• Selection of premier confectionery and crisp ranges</li> <li>• Selection or pre wrapped biscuits and tray bakes such as</li> <li>• Millionaires shortcake etc.</li> <li>• Home Made Cakes</li> </ul>	<p><b>Lunch Offer</b></p> <ul style="list-style-type: none"> <li>• Premier daily soup</li> <li>• Daily hot pot / box snack range such as pasta bakes, noodle/rice offers etc</li> <li>• Artisan deli offer to include pre prepared open sandwiches and hot sandwiches</li> <li>• Daily composite salad/premier pre prepared salad boxes</li> </ul>

\*A high quality coffee will be a requirement such as Whittard, Segafredo or Grumpy Mule and the final coffee offer will be decided with the Contractor and the GVT team.

\*Recommend one size only offered to speed transaction time and reduce storage required.

### Catering Service Opening Times Minimum requirement

April - November

10.30am – 3.30pm

Tuesday – Sunday

Option to remain open Mondays and winter months should contractor choose.

**Contract for the provision of catering services within Basingwerk House and The Bake House at Greenfield Valley Trust (the “Contract”)**

**FORM OF TENDER**

To: Greenfield Valley Trust

Date: .....

Dear Sir,

**TENDER FOR THE CONTRACT**

I/We the undersigned, hereby tender and offer to provide the Contract as listed below which is more particularly referred to in the Invitation to Tender supplied to me/us for the purpose of tendering for the provision of the Contract and upon the terms thereof. Attached to this Form of Tender are details of our offer.

I/We confirm that the I/we can supply works under the Contract as specified in the Invitation to Tender;  
Provision of catering services within Basingwerk House and the Bake House, Greenfield Valley I/We understand that GVT reserves the right to accept or refuse this Tender whether it is lower, the same, or higher than any other Tender.

I/We confirm that the information supplied to GVT and forming part of this Tender including any information supplied to GVT (for the avoidance of doubt) any information supplied to you was true when made and remains true and accurate in all respects.

I/We confirm and undertake that if any of such information becomes untrue or misleading that I/we shall notify you immediately and update such information as required.

I/We confirm that this Tender will remain valid for 120 days from the date of this Form of Tender.

I/We confirm that the undersigned are authorised to commit the Tenderer to the contractual obligations contained in the Invitation to Tender.

Signed by

Name(s)..... Position.....

for and on behalf of *[Tenderer]*

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