
1 October 2020

**Expression of Interest for Café in Minstrel Hall at
Charlton House, Royal Greenwich Heritage Trust**

Name Of Applicant	
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1. INTRODUCTION

Royal Greenwich Heritage Trust (RGHT) is seeking a partner to operate a café concept. The café is located on the ground floor of Charlton House. Although the café is incorporated into the main building of Charlton House it will operate independently and it is expected that external customers will most probably provide the main income stream. There is also a requirement to provide refreshments for groups hiring the house for events and training courses. The purpose of this document is to invite expressions of interest from potential operators for the café. It sets out RGHT's vision for the café and its expectation of the operator. We are particularly interested to work in partnership with an operator who shares our values and has a quality product, competitively priced, sustainably led brand or concept.

Charlton House recognises its responsibility to provide healthy and sustainable food to its customers. It works to incorporate environmental, ethical, and social considerations into the products and services provided. It accepts its responsibility to encourage suppliers and contractors to minimise negative environmental, ethical, and social effects associated with the products and services they provide. It also strives to ensure that local and smaller suppliers are not discriminated against in the procurement process and in specifications. A key objective of this process is to select an operator for the café who will support Charlton House in the achievement of this goal. Charlton House's Sustainability and Fairtrade Policies are attached in appendix 1. It is the expectation that the operator must be able to comply with these policies.

2. LOCATION

Minstrel Hall, Charlton House, Charlton Road, London SE7 8RE

3. LICENCE DETAILS

It is the intention for the café operator to enter into a Lease for the kitchen. The 395 Square Feet space is valued at £16 per Square foot at commercial rates. This would result in an annual rent for the kitchen of £6,329. The charity also expects a contribution to upkeep of the common parts via a service charge. The service charge cost is calculated by allocating each tenant a proportion of the costs of: water' electricity' grounds maintenance, cleaning, insurance, and fire compliance. The last know full year costs, pre COVID-19 calculated against the 395 sq ft space is £3,299 per annum. Applicants should note this is an indicative cost as these costs can go up or down.

The additional 1116 sq. ft of the 'Minstrel Hall' is not included in the terms of the Lease, this space would necessarily form a Licence to Occupy. The Minstrel Hall is the main thoroughfare through Charlton House and is currently COVID secure with no furniture and a one-way system installed. The commercial rental value of the Minstrel Hall as a dedicated café space would be approximately £17,868 with a service charge estimate of approximately £9,313. A Licence to Occupy would mean that the Minstrel Hall would return to RGHT outside the agreed occupation hours of the successful applicant. The successful applicant would need to secure their property outside operating hours when the Minstrel Hall would return to use as a COVID secure thoroughfare.

Whilst it is important for the charity to be transparent about the need to ensure all costs are fairly met, and that a commercial rent is realised for the space, we are flexible to representations from all and would be open to any counter proposal prospective tenants wish to make such as a turnover rent calculation in the short term to support the establishment of a new business model.

However, applicants should note that the service charge element must be met by tenants, as the charity is not able to subsidise the operating costs of tenants in this respect. So, whilst there is possible flexibility on rental terms, there cannot be flexibility on service charges.

The Lease will be awarded for 3 years, based on the terms of operation of our Service Level Agreement with the Royal Borough of Greenwich. An option to extend for a further 3 years is included, and the successful operator will be responsible for all internal maintenance and upkeep costs. Applicants should be aware that Charlton is Grade I listed. RGHT prioritise access, learning and conservation as outcomes and any building interventions, unless like for like replacement would be subject to necessary planning constraints. Any maintenance and upkeep is therefore preferably managed by our in house estates team with costs being passed back to the tenant.

Cleaning of the café and the Minstrel Hall is currently contracted to Enhance. It is anticipated that this contract will remain, the costs of which are included in the estimated cost of the annual service charge supplied above.

Pre COVID our café operated Monday to Friday 9-4 with an additional element of catering offer by independent 'pop up' kitchens on Friday evening, Saturday and Saturday evening, Sunday, and Sunday evening.

It is expected that Charlton House will re-open for booked visits only during October, Monday to Friday 9am to 5 pm is currently proposed. Where bookings require catering, we will work with the successful applicant to discuss how such provision is met. We invite applicants to propose the café opening times that will best meet their business model. Applicants should be aware that outside Charlton House opening times outlined above there will be potential costs incurred to meet security, opening and closing procedures.

Historical data on turnover pre pandemic is available for applicants to view.

4.EVALUATION CRITERIA

A minimum of 3 operators will be selected to go forward to presentation stage following an evaluation of the applications. The operators selected will need to demonstrate the commercial viability of their proposal, its cultural fit with RGHT goals, their capacity and capability to deliver their offer, the charitable benefits to RGHT and the scope for future development. Factors that will also be considered are menu, tariffs, staff employment conditions and added value.

All applicants should provide details of their quality assurance programmes detailing how they intend to meet the objectives of RGHT's Sustainable and Fair Trade Policies (See Good Food in Greenwich Charter). RGHT reserve the right to request removal or discontinue items from sales lines if they are in breach of the venue's sustainable food policy. All service provision must meet all current and future legislative requirements including those related to food hygiene and safety.

5. INSTRUCTIONS TO APPLICANTS

This document is provided in electronic form as a Microsoft Word document. The required information should be edited into the document in sections 6 to 9 and supporting documents attached in response to sections 10 & 11 and returned by E-mail or post in accordance with the timetable below. Applications received after the due date in the timetable below will not be considered.

Activity	Date
Documents issued to applicants	1 st January 2021
Applications return to martin@rght.org.uk	1 st February 2021 17:00 hrs
Evaluation	2 ND – 9 TH , SUCCESSFUL APPLICANTS NOTIFIED OF INVITATION TO PRESENT ON THE 10 TH
Presentations for shortlisted applicants	17 TH February 2021
Identify preferred operator	1 st March 2021
Finalise lease	1 st April 2021
Mobilisation and access to the building	NEGOTIABLE

Please return your completed document to: rumena@rght.org.uk clearly stating in the subject line
“Expression of Interest for new cafe”

Any enquiries should be directed in writing only by email to:
rumena@rght.org.uk

Any query that receives a response from RGHT will be circulated to other applicants.

RGHT reserves the right to contact the applicants’ technical or experience references and may wish to visit reference sites – these references should be alerted in advance so as not to cause delay. RGHT also reserves the right to request a site visit at your premises if applicable.

RGHT will not be responsible for, nor will it pay for expenses or losses, which may be incurred by, any company in the preparation of their application.

Information supplied by RGHT (whether in this document or otherwise) is supplied for general guidance in the preparation of the applicants’ responses. Applicants must satisfy themselves by their own investigations about the accuracy of any such information and RGHT accepts no responsibility for any inaccurate information obtained by applicants.

6. COMPANY DETAILS

A reply must be provided to each request for information. Where the answer to a question is ‘none’ or ‘not applicable’ the applicant should indicate accordingly.

Unless otherwise instructed, please give details that specifically relate to your company and separately to the whole of the group if your company forms part of a group.

Failure to provide the required information, make a satisfactory response to any question, or supply documentation referred to in responses within the specified time scale, may mean that the applicant will not be invited to participate further.

There is no limit on the number of words that may be used to answer any question, but applicants should be aware of the need to provide **CONCISE AND RELEVANT INFORMATION** in response to the questions.

The applicant is responsible for ensuring the completeness of the answers to the questions and the information provided. Additional information may be requested in due course to clarify aspects of the application, but there will be no obligation for RGHT to provide any further information.

Please provide the following information:

NAME AND ADDRESS OF APPLICANT

Name and Address	
Company Registration Number	

CONTACT NAME AND POSITION IN ORGANISATION

Contact name	
Position in Company	
Telephone number	
Contact email address	

COMPANY TURNOVER GROSS PROFIT

	2018	2019
Turnover		
Gross Profit		

Please provide a brief description of the main areas of your business highlighting your primary activity

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PARENT COMPANY NAME AND REGISTERED OFFICE (IF APPLICABLE)

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PARENT COMPANY TURNOVER GROSS PROFIT (IF APPLICABLE)

Parent Company	2018	2019
Turnover		
Gross Profit		

PARENT COMPANY INTERESTS

Please provide a brief description of the main areas of your business highlighting your primary activity

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7. STAFFING

Is it your policy to comply with your statutory obligations as outlined in the Race Relations Act 1976, and, Race Relations (Amendment) Act 2000, and accordingly is it your policy and practice not to treat any person less favourably because of their colour, race, nationality or ethnic origin when you are recruiting, training or promoting employees?

YES		NO	
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Do you comply with the sex discrimination and equal pay act 1975?

YES		NO	
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Do you undertake to comply with the disabled persons act 1944, 1958, 1996?

YES		NO	
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Voluntary staffing schemes. London Living Wage accredited

YES		NO	
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Voluntary staffing schemes. Healthy Workplace Charter

YES		NO	
-----	--	----	--

Voluntary staffing schemes. GLA Good Work Standard

YES		NO	
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8. MANDATORY STATEMENT OF INSURANCES

1. Details of existing policies which will provide insurance cover for the Contract/lease. (Please attach a copy of your current policy).

TYPE OF POLICY	
POLICY NUMBER	
RENEWAL DATE	
DATE	
PUBLIC LIABILITY	
EMPLOYER'S LIABILITY	
OTHER(please detail)	

2. Details of any new policies or endorsements to existing policies and details of policy excesses which will be required to comply with the insurance provisions of the contract/lease. Applicants must submit a copy of their Public Liability policy with their application.

3. Details of Insurance Broker/Agent

Name	
Address	
Person to Contact	
Telephone No.	

9. COMMERCIAL AND FINANCIAL OFFER

Please provide as an attachment full details of your commercial offer which is expected to be in line with the current market. It should include:

1. A budget forecast for years 1-5, clearly identifying any capital investment that you will make.
2. A full menu and tariff to include all function menus

10. OPERATIONAL STATEMENT

You are required to submit an operational statement relating to the following:

1. Company ethos, branding, communication plan and interactions with the community.
2. Operational management including key personnel and approach to managing changes in demand for services.
3. Approach to Food and Beverage services and commitment to the Charlton House's Sustainable Food and Fairtrade goals within the proposed offer. [see Good Food in Greenwich Charter]
4. A method statement on processes used by the applicant to manage the supply chain to ensure compliance with statutory and social responsibility objectives and other sustainability commitments e.g. improvements in water usage, waste and recycling, ethical sourcing, and supply chain.
5. Details of applicant's experience and track record that is relevant to this opportunity.
6. Mobilisation Plan assuming access to the premise is granted on 4th January indicating what, if any, assistance is required of the Forum.
7. Details of two reference sites. By providing two references, the applicant authorises Charlton House to visit the site by prior arrangement.
8. Fit out preferences/proposals. Applicants should include how costs of any proposals are to be met, and indicative costings for proposals.