

**July 2021**

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

## 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 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.



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## 1. EXPRESSIONS OF INTERESTS

Royal Greenwich Heritage Trust (RGHT) is seeking expressions of interest from suppliers able to provide the following services at Charlton House, Charlton Road, London SE7 8RE:

- 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, learning events, funeral receptions and other events held at the House.

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

## 2. HOURS OF SERVICE

Charlton House is currently open Monday to Friday 9am-5pm. We are working with our tenants, regular hirers and new bookings around extension to these opening hours where needed.

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

We invite applicants to propose the café opening times that will best meet their business model. Applicants should be aware that outside the current core Charlton House opening times (Mon to Friday 9-5) there will be potential costs incurred to meet security, opening and closing procedures.

## 3. CONTRACT DETAILS

It is the intention for the café operator to enter into a License to Occupy for the kitchen and seating area. Pre COVID the seating area was in the Minstrel Hall entrance space. The Minstrel Hall is currently the main thoroughfare through Charlton House and is currently COVID secure with no furniture and a one-way system installed. We are considering options for additional seating and we are happy to discuss this with potential interested applicants.

A Licence to Occupy would mean that the spaces would return to RGHT outside the agreed occupation hours of the successful applicant.

The contract will be awarded for 5 years with option to break for both parties at March 2023 in line with the SLA.

## 4. FINANCIAL TERMS

Suppliers are invited to tender on the basis of providing a minimum of £10,000 per annum plus a commission-based fee above certain revenue levels. Your tender document should make clear what income-based levels and commission percentages you are offering.

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

## 5. MAINTENANCE

The successful operator will be responsible for contributing to the internal maintenance of the kitchen and maintenance costs. This contribution will be dependent on use of the building and will be calculated as a percentage of used hours by the applicant compared with available hours and agreed at the start of the contract.

Applicants should be aware that Charlton House is a Grade I listed building. RGHT prioritise access, learning and conservation as outcomes and any catering 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.

## 6. 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.

RGHT are a London Living Wage employer. We expect our Contract partners to demonstrate a commitment to London Living Wage for any employees.

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 discontinuation of items from sale 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.

## 7. INSTRUCTIONS TO APPLICANTS AND TIMETABLE

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
Expression of Interest opens	12 <sup>th</sup> July 2021
Applications return to <a href="mailto:info@rght.org.uk">info@rght.org.uk</a> clearly stating in the subject line " <b>Café Expression of Interest</b> "	Wednesday 4 <sup>th</sup> August 2021 Midnight
Evaluation	5 <sup>th</sup> to 10 <sup>th</sup> August 2021
Successful applicants informed	11 <sup>th</sup> August 2021
Presentations for shortlisted applicants	17 <sup>th</sup> August 2021
Identify preferred operator	31 <sup>st</sup> August 2021
Finalise licence lease by:	30 <sup>th</sup> September 2021
Mobilisation and access to the building	NEGOTIABLE

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## **ADDITIONAL INSTRUCTION TO APPLICANTS**

Any enquiries should be directed in writing only [info@rght.org.uk](mailto:info@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.

## **8. 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.

RGHT are under no obligation to appoint any of the shortlisted enquirers. RGHT reserve the right to terminate the process without an appointment.

**Please provide the following information:**

## 9. APPLICATION



### NAME AND ADDRESS

Name and Address	
If Applicable Company Registration Number	

### CONTACT NAME AND POSITION IN ORGANISATION

Contact name	
Position in Company	
Telephone number	
Contact email address	

### COMPANY TURNOVER GROSS PROFIT

	2018/19	2019/20
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	2018/19	2019/20
Turnover		
Gross Profit		

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## PARENT COMPANY INTERESTS

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

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## 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	
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Voluntary staffing schemes. GLA Good Work Standard

YES		NO	
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## 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.	

## 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.

## 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 1<sup>st</sup> September 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.
9. Demonstrate how your proposal will fit with RGHT and meet the needs of our audience.