



Provision Of Catering Services:

Café Catering Contract

OnFife

1. INTRODUCTION

Fife Cultural Services Trading Limited – Company number SC433176 (Scotland) is seeking expressions of interest from those with suitable experience who may be interested in submitting a tender for the provision of Café Catering Services at Dunfermline Carnegie Library and Galleries, Dunfermline and or St Andrews Museum, St Andrews.

2. BACKGROUND

2.1 Fife Cultural Services Trading Services

2.1.1 Fife Cultural Services Trading Limited (FCSTL) is the trading arm of Fife Cultural Trust - Company number SC415704 (OnFife) Charity number SCO43442. OnFife delivers a range of cultural programming and events across museums, theatres, galleries, libraries, and archives throughout the Kingdom of Fife.

OnFife is a registered charity – here for Fife, not for profit. Every penny we make is invested back into free affordable entertainment and learning



2.2 Dunfermline Carnegie Library and Galleries (DCL&G)

Opened in May 2017, Fife Council, Heritage Lottery Fund and Carnegie Trust jointly invested £12m in creating the award winning 5* Visit Scotland accredited venue. The building combines the Scottish vernacular with contemporary design. Located in the already established tourist destination as one of the ancient capitals of Scotland with the Heritage Quarter adjacent to Pittencrieff Park. The location directly serves Dunfermline's population of over 50,000 and the 95,000 people living within 15 miles. Entry to the venue and temporary exhibitions is free to visitors. In 2019 the venue welcomed 187,000 visitors and is forecast to grow at least by 4% by 2023/2024. Its market is diverse, ranging from local families with very young children to the elderly, UK and International tourists, school groups to subject specialists to those visiting for social reasons.

2.3 St Andrews Museum

St Andrews Museum is a stunning Victorian mansion nestled in the grounds of Kinburn Park in the heart of St Andrews. It has a close proximity to St Andrew's University and is on a walk-through route by students between the University and town.

The permanent collections on display explore the town's fascinating past as a centre of Scottish and global culture. These collections are enhanced by a series of temporary exhibitions and events, ensuring there is always something new for locals and tourists to experience. Entry to the museum and its permanent collections and exhibitions is free to visitors. The museum currently enjoys averages in excess of 46,000 visitors per year and is forecast to grow at least by 4.1% by 2023/2024. Its market is diverse, ranging from local families with very young children to the elderly, UK and International tourists, school groups to lone students, subject specialists to those visiting for social reasons.

2.4 Brand Values and Marketing

Connecting communities and people with our cultural history and heritage collections is at the heart of what OnFife's does. Our 4 values inform how we achieve this objective to ensure we are bringing the best services and experiences to people in Fife of being Fearless, Inviting, Fair and Exciting in all that we do. We recognise through our brand and customer development that social motivations to visit influences large markets and our own research shows that good quality cafes offer a significant part of the overall venue experience for the majority of visitors. The developing of two high quality café environments in such historic locations within Fife provides us with an opportunity to help build on a compelling and consistent brand as we recover and transition from COVID.

We expect the two cafés to deliver on all our core values

Fearless: innovative offer, attractive destination experience inside and outside the venue

Inviting: warm, welcoming, accessible

Fair: Your team members will be employed under fair terms and conditions and will be invested in as key assets who are the face of your business

Exciting: tailored towards emerging and evolving customers' needs and expectations, in keeping with the venue setting, high quality

A marketing strategy is in place for OnFife aimed at driving visits to the two sites. Target audiences are families, local communities and groups, cultural adults and UK and International tourists. We will promote the new cafes as a strong part of the overall museum offer and promote via the website (currently 60k users per quarter) and would include in the seasonal brochures (print run 40K) which is distributed Fife wide, amongst other social media and communications channels

3. LEASE



3.1.1 St Andrews Museum

The café is situated on the ground floor of the museum, holding the prime location within Kinburn House. Currently offering space for up to 30 customers with the possibility to build on these numbers within the current café layout. Located within Kinburn Park there is an opportunity to increase catering footfall by offering outside catering and alfresco eating. There is free carparking on site.

3.1.2 Café Lease

The lease is planned to commence 1st February 2022 for mobilisation and fit-out, with commencing operations mid-March 2022.

There will be a briefing event and site visit on Tuesday 8th November at 10.00am. If you are interested in attending this event, please register your interest with the point of contact highlighted on page 8 of this document by 29th October.

Interested parties will be given the opportunity to view the facilities, equipment, furniture, and services and test their understanding of the tender document. Followed by a question and answer session.

The closing date for completed tender applications is midday Wednesday 24th November 2021

If you are short listed, you will be invited to present your ideas to a panel on Monday 13th or Tuesday 14th December 2021

Our intention is to award a 2-year contract with an option of an additional rolling 1 year up to 3 years

During the first 3 months of the lease FCSTL will offer a 50% rent reduction there after full rent of £750 per month will be due.

We are looking for a contractor who wants to work in partnership, recognising that the success of the café will be intrinsically linked to the success of the overall venue. We would seek monthly performance and review meetings between venue managers and the relevant party from the contractor to review footfall, income and expenditure and discuss any upcoming events/programmes that would impact on customer numbers. The meetings will also be an opportunity to discuss the day-to-day operations and working relationship to ensure a collaborative and effective partnership.

The café opening hours will be agreed in conjunction with FCSTL taking into consideration seasonal changes in trading patterns and building accessibility.

3.1.3 Café equipment and Furniture

There will be an itinerary of equipment and furniture available for usage by the contractor at each site, who will be responsible for the repair and maintenance and replacement of the equipment going forward. On termination of the lease all equipment and furniture must be returned in good working condition.

Prior to the reopening of the café FCSTL will service all equipment to ensure that it is in good working order. Thereafter to fulfil FCSTL's insurance obligations we will require evidence of a completed annual maintenance schedule.

The café has a standalone electric supply, which the contractor will be liable for. Services such as pest control, waste management and cleaning for the café will be the responsibility of the contractor.

The successful tender will demonstrate evidence that a competent key holder to the café area will be on site during operating hours.

They will also be responsible for applying for, and adhering to, all appropriate licences.

FCSTL will provide full support in promoting the café in the venue and on the OnFife website all social media platforms and internal promotions within the organisation.

3.1.4 Café Space

Any alterations or changes to the space can be made providing prior sight of the changes have been agreed with FCSTL. They must be in keeping with Visit Scotland visitor attraction compliance and quality assurance scheme. While being respectful to the heritage site and the local community environment which the café serves. On termination of the contract the space would be required to be returned to the state it was received at start of contract



3.2 Dunfermline Carnegie Library and Galleries (DCL&G)



The café is located on the mezzanine level with a waterfall design of the space within the venue. The bright, airy, and attractive environment overlooks the Dunfermline Abbey Church (burial place of Robert the Bruce) With seating for up to 50 customers inside and an additional seating of 25 on the outside balcony. The café has an opportunity to develop a bespoke catering package in conjunction with OnFife to service the small day meetings market hiring the room space at the venue. There is on street parking available adjacent to the venue.

3.2.2 Café Lease

The lease is planned to commence 10th January 2022 for mobilisation and fit-out, with commencing operations mid-February 2022.

There will be a briefing event and site visit on Tuesday 8th November at 2.00pm. If you are interested in attending this event, please register your interest with the point of contact highlighted on page 8 of this document by 29th October.

Interested parties will be given the opportunity to view the facilities, equipment, furniture, and services and test their understanding of the tender document. Followed by a question and answer session.

The closing date for completed tender applications is midday Wednesday 24th November 2021

If you are short listed, you will be invited to present your ideas to a panel on Monday 13th or Tuesday 14th December 2021

Our intention is to award a 2-year contract with an option of an additional rolling 1 year up to 3 years

During the first 3 months of the lease FCSTL will offer a 50% rent reduction there after full rent of £1400 per month will be due.

We are looking for a contractor who wants to work in partnership, recognising that the success of the café will be intrinsically linked to the success of the overall venue. We would seek monthly performance and review meetings between venue managers and the relevant party from the contractor to review footfall, income and expenditure and discuss any upcoming events/ programmes that would impact on customer numbers. The meetings will also be an opportunity to discuss the day-to-day operations and working relationship to ensure a collaborative and effective partnership.

The café opening hours will be agreed in conjunction with FCSTL taking into consideration seasonal changes in trading patterns and building accessibility.

3.2.3 Café equipment and Furniture

There will be an itinerary of equipment and furniture available for usage by the contractor at each site, who will be responsible for the repair and maintenance and replacement of the equipment going forward. On termination of the lease all equipment and furniture must be returned in good working condition.

Prior to the reopening of the café FCSTL will service all equipment to ensure that it is in good working order. Thereafter to fulfil FCSTL's insurance obligations we will require evidence of a completed annual maintenance schedule.

The café has a standalone electric supply, which is included within the monthly rental charges. Services such as pest control, waste management, water charges and cleaning for the café will be the responsibility of the contractor

The successful tender will demonstrate evidence that a competent key holder to the café area will be on site during operating hours.

They will also be responsible for applying for, and adhering to, all appropriate licences.

FCSTL will provide full support in promoting the café in the venue and on the OnFife website all social media platforms and internal promotions within the organisation.

3.2.4 Café Space

Any alterations or changes to the space can be made providing prior sight of the changes have been agreed with FSCTL. They must be in keeping with the 5* Visit Scotland visitor attraction accreditation and quality assurance scheme. While being respectful to the heritage site and the local community environment which the café serves. On termination of the contract the space would be required to be returned to the state it was received at start of contract



4. List of Company's policies that FCSTL wishes to see as part of the tender evaluation.

- Health and Safety Policy Statement
- Public and Employment Liability – Proof of Insurance
- Environmental Policy
- Mission and Vision Statements
- Code of conduct for employees
- Standard terms and conditions for employees
- Returned Evidence Checklist

The following evidence should be included as part of the completed tender document:

Item	Initialled
A full tender document including a breakdown of any planned works / services, associated costs and detailed specification.	
Copy of Environmental Policy Statement.	
Copy of Health and Safety Policy and Statement.	
Copy of Public and Employment Liability Certificate or details including policy number, insurance provider and levels of cover.	
Description of support resources i.e. Training, developments, marketing, Health and Safety etc.	
Customers dietary requirements and differing dietary needs	
Sample Menus	

... list of evidence continued

Item	Initialled
Proposed supply chain information	
Integration of local foods, Red tractor and food accreditation suppliers	
What differentiates you from your competitors?	
Demonstrate and awareness of environmental legislation.	
Sample menus to complement OnFife's annual seasonal event programme (Christmas, Easter, Halloween etc).	

Returned documentation checklist

The following documents should be returned as part of this tender process

Document	Initialled
A full tender document including a breakdown of works / services, associated costs and detailed specification, business plan including mission and vision statement and financial projections.	
Copy of Environmental Policy Statement	
Copy of Health and Safety Policy and Statement	
Business registration with Environmental Health	
Copy of Public Liability Certificate or details including policy number, insurance provider and levels of cover.	
Details of key personnel who you propose to be included in this document including Disclosure details if required.	

Instructions to tenderers

The tender must be returned to the following address, no later than
12noon on 24th November 2021

Joint or Single tender

Joint: if you are bidding for both concessions please submit one document outlining your vision for the span and capacity for both sites

Single: If you are bidding for one site, please state clearly the site you are submitting for

Sending by Post

Please send two full copies of the tender to:

Judy Rae, Head of Business Development
Fife Cultural Trust
Iona House, John Smith Business Park,
Grantsmuir Road, Kirkcaldy, Fife KY2 6NA

The envelope must be clearly labelled with the following information:

Tender for Contract

By Email

Emailed tenders are acceptable, the Email must be titled Tender for Contract CC 0102. Send your email to judy.rae@onfife.com

By submitting a tender for this contract, you are agreeing to fulfil this contract in a way that complies with all national and international legislation

Evaluation Criteria

This tender will be evaluated by scoring each of the elements below. Each element will be scored out of 5 and then multiplied by the weighting percentage as detailed in the second column below

Element Weighting

Business plan	40%
Experience of delivering similar facilities	25%
Presentation	15%
Evidence of green credentials	10%
Reference	10%

The tender with the highest total score shall be awarded the contract, providing it is seen as being of acceptable quality. OnFife reserves the right not to award this contract if no tender received is deemed acceptable.