

# Appendix 1:

# Specification for a Contract for the Provision of:

**OUTDOOR & FIELD EVENT CATERING AT TATTON PARK**

**Internal Reference: 19 102**

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**Version 1**

##### Author Graham Jones – Visitor & Commercial Operations Manager, Tatton Park

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## INTRODUCTION

Cheshire East Council seeks an experienced operator of outdoor mobile catering and ice cream to provide a year round operation from a number of agreed locations and events at Tatton Park, Knutsford, Cheshire, WA16 6QN.

Tatton Park, situated close to the Motorway network and Manchester Airport is one of England's greatest estates with historic woodlands, mere’s and a deer parks offering a multitude of attractions and special events throughout the year aimed at all types of visitors. No fixed catering provision is available within the main parkland, however there is a restaurant that caters for visitors to the Mansion, gardens and shops area in the Stable Yard or ‘tea rooms’ opened in 2013 in the Stable Yard. The number of shops in the Stable Yard including a Tuck Shop (selling ice cream) and Housekeeper’s Store (Farm/estate produce). The park also operates some kiosks selling of ice cream and beverages at the Children’s Farm and Old Hall and has its own ice cream bicycle to support peak periods and queues at the Tuck Shop.

Over the next 5 years the park is developing and introducing new activities as part of the Tatton Park Vision to increase visitors and income, and to make the Park more sustainable for future generations, and has already included the development of the tea rooms. In the past 6 financial years there has been a steady increase in visitors to Tatton rising from approximately 750,000 to 880,000 visitors in the 2017 to 2019 period.

The Tatton Events are an integral part of the operation of the Park with many having been held annually at Tatton for a number of years. An agreed event list at which the Licensee must cater will be provided for 2019 as an annex to the licence. However, additional events may book in throughout the year and catering may be required for some of these. It is expected that the contracted company will liaise with event organisers to provide the appropriate as agreed food and drink provision each event.

There are a few events that are separately contracted and not included in the licence such as the RHS Show – these will be identified to the contract holder.

Full details on Tatton Park can be found on [www.tattonpark.org.uk](http://www.tattonpark.org.uk)

## SCOPE

Within this agreement will be the provision of all the following:

1. One catering/beverage unit situated adjacent to the Children’s Playground (shown on map annexed to the licence). This can be open every day the park is open (historically opening has been weekends, events and holiday periods only). This is permitted to sell hot drinks and hot food (i.e. burgers, hot dogs, chips etc.) and is not permitted to sell sandwiches or similar or alcohol. It can remain in situ during the period of the licence.
2. One ice cream kiosk situated adjacent to the Children’s Playground (shown on the map which is annexed to the licence) that can be open every day the park is open (historically opening has been weekends and holiday periods only). This is only permitted to sell ice cream/frozen ice lollies or similar. It can remain in situ during period of licence.
3. An ice cream van (a mobile vehicle) that can access Boathouse Wood (shown on map annexed to the licence) that can be open during the high season (see the opening schedule in Section 8 of this Specification) (historically opening has been busy weekends, events and holiday periods only). This must not remain in situ and must leave the park every day. Please note that this historically has not achieved as many trading days as the kiosk.
4. The provision of all suitable and agreed catering/beverage/ice cream and bar facilities at events as per the event list provided as an annexe to the licence. The licensee sole has catering and ice cream rights at these events only and not at any other events not shown on this list e.g. the RHS Flower Show.
5. The General Manager of Tatton Park is to agree all menu choices with the licensee and an indication of pricing must be included with the tender submission.

PERIOD OF CONTRACT AND LICENCE

This will be for a period: 15/09/2019 – 14/09/21 with 2 x 12month extension

LICENCE AND COMMISSION FEE

A licence fee is charged that will be provided as part of the submission for tender. The minimum requirement for this will be £90,000 + VAT for the initial 12 months, rising by 2% per year. Over and above this any turnover exceeding a minimum threshold of £350k as identified in the contract and licence will incur an additional commission fee of 10% on net additional income plus VAT. Any submission received that does not meet or exceed this stated figure could be disqualified as failing to meet the requirements of the specification.

The timing of the collection of ‘fee(s)’ being charged are as indicated within the licence.

## BACKGROUND TO THE REQUIREMENT

This contract in a similar form has run at Tatton for a number of years. Tatton used to operate the ice cream kiosk site itself, this then became a site for a Van and for the past few years a branded kiosk has been in situ from the existing licensee.

Tendering companies are able to visit the Playground site by prior arrangement and view the existing facilities to make their own assessment of the requirements.

## THE REQUIREMENTS

The successful Organisation will provide the following; which will ensure that the service at the licensed locations as detailed in the scope above continues to perform an integral function of the high profile park in line with the Cheshire East Corporate Plan Corporate objective three:

1. To improve life opportunities and health for everybody in Cheshire East
2. To provide a high quality, light refreshment retail service at the licensed sites and events
3. Where possible Menus should include healthy eating options and in support of sustainably produced and ‘fairly traded’ foods. The menu should offer value for money and should not be priced so as to potentially exclude park visitors.
4. It is essential the operators and their staff should have a flexible approach using professional skills to respond to customers, event organisers and Tatton Park’s needs.
5. It is fundamental that the successful provider is able and committed to manage the facilities in such a way so as to maintain and contribute to the existing vibrancy of the local community, and work alongside user groups involved with the park.
6. The catering and ice cream kiosks are viewed by Cheshire East Council as a key facility at Tatton Park. The staff, alongside Tatton’s own, will be viewed by the park visitors as the “responsible people” who should be informed about all activities at Tatton and have high standards of customer care.

Note

The successful organisation does not have the right to sell from anywhere other than the licensed and identified sites and events as per Site plan 2 (Appendix 3) showing sites, the events schedule (Appendix 4) and a full site plan of Tatton park (Appendix 5), both provided with the contract; Unless a change of location has been advised by the general manager. All site changes will be agreed between the site manager and the contractor.

## FUNCTIONAL REQUIREMENTS

At the fixed locations by the Children’s Playground the following specification must be met:

1. The ice cream is to be sold from a kiosk with suitable Tatton branding and colour scheme approved by the Tatton Park General Manager. Only a kiosk can be used here and not a mobile van. This kiosk is to be no bigger than 4m x 4m. A power supply is accessible and electricity will be paid for by the contractor by invoice from the Council and monitored. There is no water supply direct to this unit but a tap is located within 50m.
2. The catering/beverage unit should be no bigger than 10m x 4m, will need its own power supply and has an area for seating. This must be displayed with suitable Tatton branding and colour scheme approved by the Tatton Park General Manager
3. Only an Ice Cream van can be used in the Boathouse Wood location and must not play music to attract business. This does not need to be in Tatton colours and branding.
4. All waste is to be removed by the contractor.
5. The contractor must adhere to all requests by the General Manager if required to move temporarily for operational reasons.
6. The Licensee may not erect any permanent signs or buildings on the site and prior permission is required for the use of any temporary signs or notices.
7. The placement of the vehicles will be shown in the attached map and may be modified post contract award. The General Manager of Tatton Park will have final say over the placement of all vehicles.

In providing Event catering/ice cream etc. the following is required to be noted:

The contractor must liaise with the Tatton Park events team to agree attendance at events who will provide full contact details for each event organiser. From time to time events may cancel or change date, however the list provided to the contractor should form the main basis of event business across the year and there may be additional events that book in that will be added to the contract at no extra fee as the turnover commission will pick up any additional income generated.

Potential New Sites

From time to time Tatton Park may request the operator to provide additional facilities in trialling a new location on a temporary basis. Over the past 2 years the previous contractor has assisted in catering at the Farm on busy weekends and events and this may be continued in order to assess the business value to a catering outlet at this location. If any of these sites are then to become part of the contract, details can be agreed and can be annexed to the contract.

## PERFORMANCE REQUIREMENTS

To provide a weekly statement of all turnover from all operations at Tatton Park clearly identifying each outlet, total inc VAT of sales itemising on a daily basis of opening.

To pay the invoice(s) of commission fees within 30 days of receipt

To respond to complaints within 2 days of notification including a copy to Tatton Park management

To provide a Customer Promise detailing customer service standards

## OTHER REQUIREMENTS

## Standards

Meet all required standards in relation to health and hygiene and respond immediately to requests from Trading Standards or Environmental Health. The vehicles and kiosks may be subject to inspection by the Council’s Environmental Health Inspectors prior to the award of the contract and during this contract.

The Vehicle must be kept in a tidy and orderly state (pristine condition, no/minimal rust, dents etc.). Appropriate Officers of the Council and Tatton Park must be permitted access to inspect the Vehicle at all reasonable times. The Council reserves the right to ban Vehicles from entering the sites and request replacements if they do not meet these standards.

The Council will need to be satisfied that the Vehicle is adequately insured and taxed for the provision of the Service.

The Licensee will ensure high standards of hygiene and general cleanliness in the provision of the Service, and compliance with all relevant statutory requirements including Basic Food Handling Certification. All cleaning products are required to have low ammonia and phosphate levels.

The Licensee must be registered with their Local Authority under the Food Premises (Registration) Regulations 1991 as amended for the provision of the services within the Contract and that he/she, their agents or servants comply in all respects with the provision of the Food Safety Act 1990 and Regulations made there under.

The Vehicle and the land in the immediate vicinity must be kept clean, tidy and free from rubbish at all times. The Licensee is responsible for the removal of all waste generated from their activities. A notice requesting the public to use the litter bins will be prominently displayed within the Vehicle and / or the contractor is obligated to provide litter bins in the absence of Council bins.

## TIMESCALES AND MILESTONES

#### The catering unit and ice cream kiosk adjacent to the playground as shown on the map annexed to the License are to be in place per the dates advised in the licence/contract.

The table below details the opening times during the High and Low Season periods at Tatton Park

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mon | Tues | Weds | Thurs | Fri | Sat | Sun | Bank hols |
| High Season | 10.00 – 19.00 | 10.00 – 19.00 | 10.00 – 19.00 | 10.00 – 19.00 | 10.00 – 19.00 | 10.00 – 19.00 | 10.00 – 19.00 | 10.00 – 19.00 |
| Low Season | closed | 10.00 – 17.00 | 10.00 – 17.00 | 10.00 – 17.00 | 10.00 – 17.00 | 10.00 -17.00 | 10.00 – 17.00 | 10.00 – 17.00 |

High Season is 31.3.19 to 29.10.19

Low Season is 30.10.19 to 27.3.20

The Park is open every day except Christmas Day and on Mondays during Low Season.

The opening hours of Tatton Park as advertised and updated on the Tatton Park website provide the maximum operational hours for the Licensee, unless otherwise agreed with the General Manager of Tatton Park.

## CONSTRAINTS

The opening hours of Tatton Park as advertised and updated on the Tatton Park website provide the maximum operational hours for the Licensee unless agreed with the General Manager of Tatton Park.

## CONTRACT / SERVICE MANAGEMENT REQUIREMENTS

**Financial arrangements:**

The Licensee will pay Cheshire East Borough Council an agreed annual rental for use of the designated sites for the provision of the licensed Service. This sum will be according to your tender, but should be no less than £90,000 per year, broken down as follows…

Example for 2019-2020:

15th Sept 2019 – 31st March 2020 = 30% of the licence fee

1st April – 14th Sept 2020 = 70% of the licence fee

Invoicing arrangements to be discussed on award of the contract.

The commission fee is to be paid to the Council within 30 days of the receipt of the invoice(s).

Any commission on excess turnover is to be paid according to the lease/contract.

Should the contract be extended by a further year, similar dates to those above shall apply for that period to be agreed with the General Manager.

There are no facilities on site for the storage or safe keeping of cash. It is entirely the responsibility of the Licensee to make their own arrangements for the safe and secure handling of monies taken in connection with any of the services. This shall be arranged with due regard for the safety and security of contractor’s staff or agents and the public and in compliance with the Licensee duty of care.

**Provision of data:**

The Council requires data on sales figures. This will help the Council to decide on future requirements for these sites. The Licensee will be obliged to provide this data for the period of the license. The information should be provided in a weekly e-mail to Tatton Park as outlined and should be a clear weekly statement of all turnover from all operations at Tatton Park clearly identifying each outlet, total inc. VAT of sales itemising on a daily basis of opening including hours of operation.

## CONTACT(S)

For the purposes of this contract the contact at Tatton Park is, however, all communication should be via the chest:

Graham Jones

Visitor & Commercial Operations Manager

Tatton Park

Knutsford

Cheshire WA16 6QN