**Victorian Cafe**

**Appendix 2 – Quality Questions**

**Quality Submission Instructions:**

* Please answer all the quality questions in Table 1 below, detailing fully how you meet each requirement.
* Bidders can choose to answer in the text box provided underneath each question and expand the space given dependent on the length of the response, or to provide the responses in an Appendix.
* If you choose to answer these questions in a separate document, please ensure that you title each answer to match the relevant question and label the document clearly. It is the bidders’ responsibility to ensure that the submission is provided in an easy to read and find format.
* Your answers to the quality questions **must** be provided in Word format. This makes it easier for us to review word counts. The exception is where supporting documents have been requested, which may be provided in Word, Excel or PDF format. In Q4 you have been asked to complete a spreadsheet, which should be submitted in Excel format.
* The inclusion of images, diagrams, structure charts, flow charts and numerical spreadsheets is acceptable and will not impose on the word limit specified. These must be directly relevant to, and support your response, and are specific to your North Somerset proposal. Where possible, these should be embedded in your response, rather than provided as attachments.
* Tables and text boxes **will** contribute towards your total word count. Please do not include tables or text boxes as images within your submission.
* Where there is a maximum word count specified, please ensure that you do not exceed this. Where a response exceeds the number stated in the question, the additional words will not be read and will be disregarded from the evaluation.
* Suppliers should refer to the Appendix 6 Draft lease and Appendix 7 Schedule of Works and Landlord Requirements. Marketing Brief when considering their responses to the questions posed.
* All questions have been given an individual weighting. The weighting given to each question can be found next to each question posed. The Questions will be scored using the scoring matrix, as shown at Table 2.
* Please note standard marketing brochures will not be acceptable for the purposes of this exercise.
* Please remember that the following questions require sufficient detail in order for us to assess your capability and are scored only on the information you provide in this document. If you already have contracts with the Council you should not assume that we already know how you operate.
* This completed form of tender must be submitted via the [supplyingthesouthwest.org.uk](https://www.supplyingthesouthwest.org.uk/) portal within the contract to which it applies.

**Yes / No** **Question**  
 As mentioned in the bid document in the future would you be interested in increasing the cafe floor space to incorporate the public male toilets area.

Yes ☐ No ☐

| **Table 1 Quality Questions** | | | | |
| --- | --- | --- | --- | --- |
| **No** | **Question** | **Guidance:** *Please provide as a minimum* | **Word Count** | **Weighting** |
| **Q1** | **What work are you proposing to do to the site?**  **Please include all work listed in schedule of works - Appendix 7 and any additional ideas you have.** | * Give details on any proposed work including drawings. * Give detailed timescale for when work is proposed to start/ finish. * Details for any suppliers / contractors that you have consulted. * Show knowledge of planning procedure and heritage England engagement * Detail how you plan to make the site accessible to all. | Max. 2,000 words | **30%** |
| **A1** |  | | | |
| **Q2** | **What is your funding status and business plan**? | * Business plan outlining the anticipated cost of construction works and fitting out costs and annual operational costs of proposed business. * Please detail the level of investment you will be putting into Victorian Cafe for the lease duration. * This should include as clear an indication as possible of how, when and where the funding for the proposals will be sourced. * As the offered lease term is a full repairing lease, please detail how you plan to manage ongoing maintenance cost to meet the terms of the lease. | Max. 1,500 words | **20%** |
| **A2** |  | | | |
| **Q3** | **What is your sustainability plan?** | * Detail your local suppliers, what produce they will supply, including associated food miles. * Detail how you plan to minimise single use plastic / non-recyclable containers? Please detail where you will source your containers / packaging from. * Provide details of how you will ensure you employ locally (within North Somerset and the wider Southwest region). * Detail how you plan to lower your Carbon footprint in line with the council’s aim to be carbon neutral by 2030. | Max. 1,500 words | **15%** |
| **A3** |  | | | |
| **Q4** | **What will your food and beverage offerings be?** | * Detail the indicative food and drink menu choices, including prices on offer to customers. * Please include example photos of menu options. * Detail how you will minimise food waste in your menu planning. * Detail the type of service you intend to provide (e.g., table service, takeaway, online ordering). * Detail how you will ensure customers who have dietary allergies/vegetarians/vegans or religious/cultural requirements are catered for and how you will be compliant with Natasha’s Law and food safety act 1990 amended in 2004. | Max. 1,000 words (in addition to spread sheet) | **15%** |
| **A4** |  | | | |
| **Q5** | **Please provide details of your experience in operating similar services to that you are proposing.** | * Demonstrate a good understanding of your offer and through your experience provide confidence that you will be able to deliver your proposals. * Provide details of why you think your proposed plans are considered appropriate for the site (considering its wider context within a historic seafront location) and your operational experience. | Max. 1,500 words | **10%** |
| **A5** |  | | | |
| **Q6** | **Please explain your suitability to the Seafront and any Tourism considerations**. | * A description as to how the proposals might complement the appeal and tourism draw of Weston seafront noting the councils weston placemaking objectives. * Can you demonstrate working partnerships with other providers and organisations? * Acknowledge any community groups, large event organisers and regular Weston beach users and detail how you plan to engage with them. * Detail any marketing strategy/plans, including social media. | Max. 1,500 words | **10%** |
| **A6** |  | | | |

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| **Table 2 Scoring Matrix** | | |
| **Score** | **Classification** | **Award Criteria** |
| 5 | Excellent | A response that inspires confidence; specification is fully met and is robustly and clearly demonstrated and evidenced. Full evidence as to how the contract will be fulfilled either by demonstrating past experience or through a clear process of implementation. |
| 4 | Good | A response supported by good evidence/examples of the Bidders’ relevant ability and/or gives the council a good level of confidence in the Bidders’ ability. All requirements are met and evidence is provided to support the answers demonstrating sufficiency, compliance and either actual experience or a process of implementation. |
| 3 | Satisfactory | A response that is acceptable and meets the minimum requirement but remains limited and could have been expanded upon. |
| 2 | Weak | A response only partially satisfying the requirement with deficiencies apparent.  Not supported by sufficient breadth or sufficient quality of evidence/examples and provides the council a limited level of confidence in the Bidders’ ability to deliver the specification. |
| 1 | Inadequate | A response that has material omissions not supported by sufficient breadth and sufficient quality of evidence/examples. Overall the response provides the council with a very low level of confidence in the Bidders’ ability to deliver the specification. |
| 0 | Unsatisfactory | No response or response does not provide any relevant information and does not answer the question. |

**Declaration:**

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| **Name** |  |
| **Role in organisation** |  |
| **Date** |  |
| **Signature** |  |