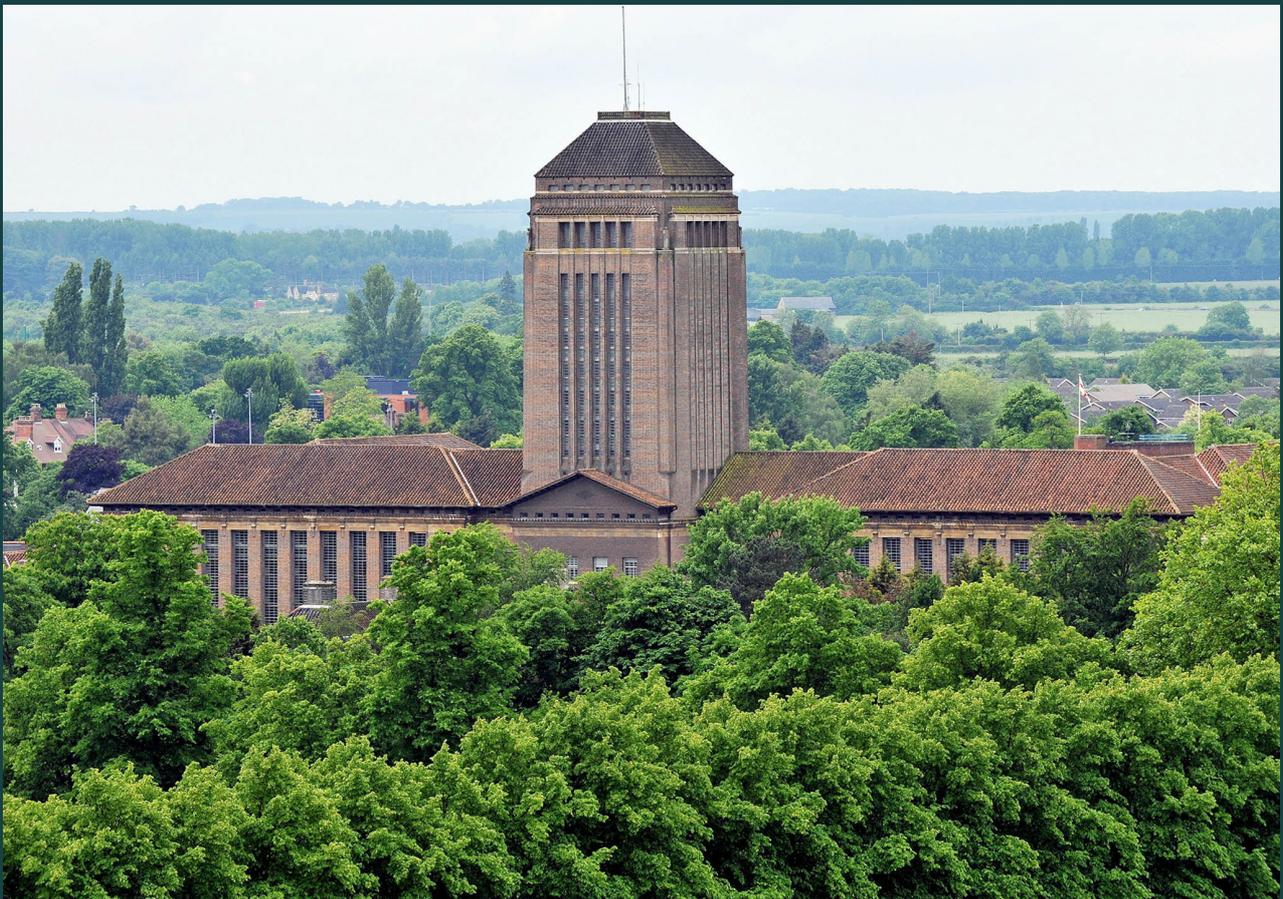


Invitation to Tender

For the Provision of a Catering Service at the
University Library



JUNE 2022

CAMBRIDGE UNIVERSITY LIBRARY

West Road, Cambridge
CB3 9DR

Introduction

This tender offers an excellent opportunity to provide catering services within Cambridge University Library.

The University Library (UL) is a Grade II listed building, a prominent landmark in the Cambridge landscape and community, and one of the world's great libraries.

The Library is used daily by Cambridge's students and readers, (including anyone with a research interest). Our exhibitions are free and open to all, and the Tea Room is open to all types of Library visitors.

THE TEA ROOM

The Tea Room is a beloved space in the Library, University and Cambridge community.

The Library catering service has been closed during the pandemic, and we are keen to re-open it again following increasing footfall and demand from readers and visitors. We would therefore like to make the most of this opportunity to find a new service provider.

Following audience feedback, we are now looking for a coffee-led service offering hot and cold drinks, light refreshments, pastries and snacks.

THE TENDER

This is an open tender process with no pre-qualification or shortlisting, and all companies wishing to submit a tender may do so. The UL welcomes bids from all caterers, including small businesses and SMEs.

This document together with the opportunity to visit the UL, view the facilities and ask any questions, provides the information necessary to submit a competitive tender.

Tender returns will be scored and it is intended to shortlist the highest scoring bids for a presentation to further explore the offer.

THE CONTRACT

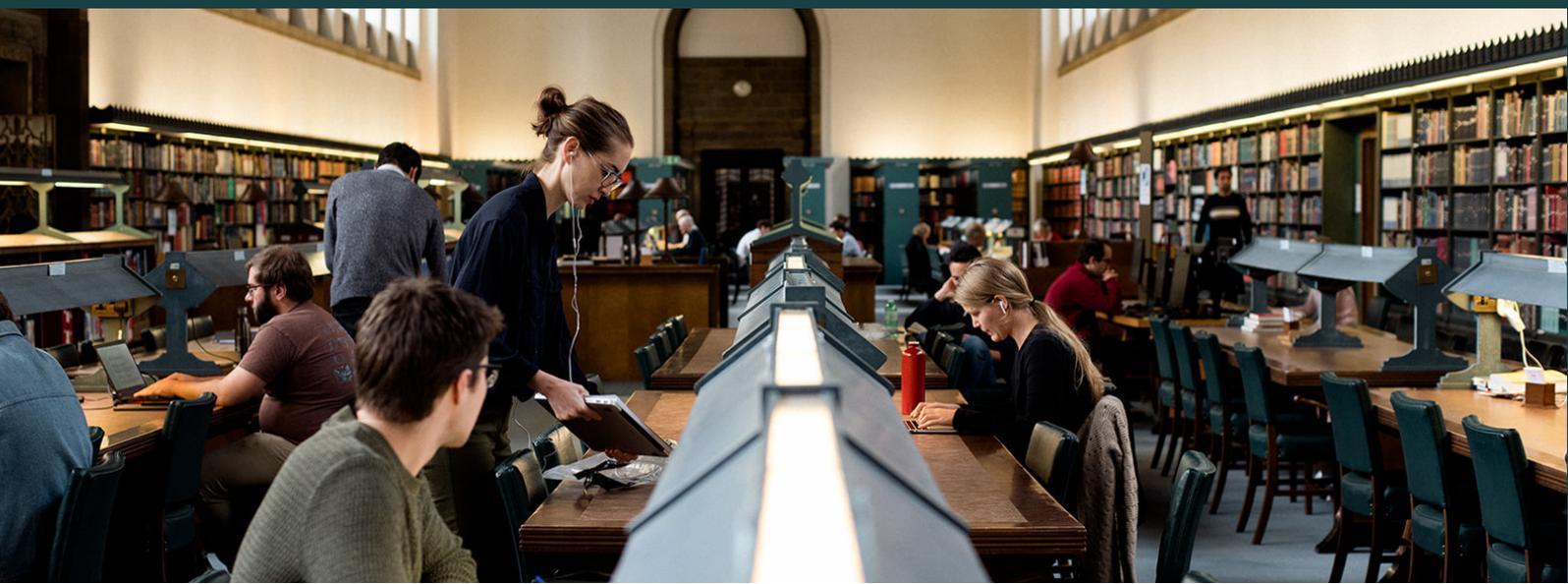
The contract offered is for an initial period of two years, followed by a maximum of two additional periods of one year, totalling no more than four years, commencing at a date to be agreed.

APPOINTMENTS

Contractors are welcome to make an appointment to visit the Library Tea Room (between 13 June - 8 July), by contacting Ben Thurbon at benthurbon@gmail.com or 07922022042.

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1. Timetable

Stage	Date/Time
Tender advertised	3 June
Opportunity to visit the University Library & Tea Room*	13 June - 8 July
Deadline for questions	8 July
Deadline for tender return	10 AM, 14 July
Interviews/Presentations	1 Aug
Preferred bidder notified	3 August
New contract starts	As soon as possible

*Contractors are welcome to make an appointment to visit the Library Tea Room (between 13 June - 8 July), by contacting Ben Thurbon at benthurbon@gmail.com or 07922022042.



The Tea Room in 1934 (Cam.a.935.4, no.139)

2. Background

HISTORY

The Tea Room has provided catering for readers of the Library since its opening in 1934. The service has previously been operated by the University catering department and a number of contract caterers, but was closed during the COVID pandemic.

The Tea Room has been particularly known for its cheese scones, which are frequently mentioned by generations of readers.

VISITOR NUMBERS

Pre-pandemic, reader entry to the Library was around 1200-1500 per day; numbers are currently around 750-1000.

Our last pre-pandemic exhibition attracted 50,000+ visitors over five months, and our current exhibition has seen 25,000. We are hoping to see high numbers this summer as we open our *Darwin in Conversation* programme of events and exhibitions. An exhibition ticket will also allow visitors to access part of the main Library, including the Tea Room, increasing potential custom.

There are 450 Cambridge University Libraries staff, with approximately 150 onsite on any given day.

SALES

We are unable to predict the volume of sales, but as a guide, the last full year of net sales (January 2019 - December 2019) with a full service offering was £304,283. A monthly breakdown of sales in the last trading year is provided below:

Jan	£28,482	9%
Feb	£27,663	9%
March	£28,807	9%
April	£27,034	9%
May	£38,994	13%
June	£23,158	8%
July	£28,414	9%
Aug	£22,059	7%
Sept	£19,833	7%
Oct	£29,917	10%
Nov	£28,374	9%
Dec	£1,548	1%



3. The Need

SURVEY

In late 2021, we undertook a survey to understand what our audiences wanted from the Tea Room. In 2 weeks, we received 938 responses, with an overwhelming focus on how much people are missing the service, and how valued it is.

Based on responses to this survey, we are looking for a coffee-led offer, supported by a range of hot and cold drinks, pastries, sandwiches and snacks. The food offer may well evolve/develop according to customer demand and the Contractor's desire/ability, and over time there is also the potential for an additional food and drink offer from a pop-up in front of the building if desired.

DEMAND

Our survey demonstrated high demand: 44% of respondents said they would use it daily or multiple times a day. 94% of respondents said they would buy refreshments there.

It also highlighted the multiple uses of the space: 79% said they would use it as a space to take a break or socialise, 20% as a group working space and 25% as a study space.

SURVEY RESPONSES

"I am desperate for the tea room to reopen! One of the wonderful things about the UL is that you can easily and quickly get a coffee or something light to eat. It's not the same without it."

"The UL tearoom is by common accord (at least among my friends) the centre of social life in Cambridge"

"I take new undergraduate students there, just as my first supervisor took my year-group to the old UL tea room (in the 1980s)! It's a part of the institution and the academic experience"

"It is a crucial space for a researcher - it provides a place to go for a moment's pause in your research, to think, rethink, have a cup of tea, and all within the train of thought you were in"

"A well provisioned tea room would be a real asset to the Library and the experience of visiting. e.g. I visited today and had a very warm welcome from the front desk team, but would have loved to stay for a tea or coffee too..."

4. Facilities

THE SPACE

The Tea Room is based on the first floor on the northern side of the Library. Previously there was a large servery area with a range of displays, supported by a large ground floor kitchen. Much of the servery area has been removed, but a counter and back bar with hand wash basin remains. There is a small store room and a dish wash room available and a ground floor store and office could be available if the Contractor wished to use them. We envisage that disposables will be used so the dish wash area can be used for another purpose. The ground floor kitchen will not be available for use.

There is a large seating area adjacent to the servery with a number of layout options. Alongside the Tea Room seating area, hot and cold drinks in covered containers and water in bottles with a sealable top may be consumed in designated areas of the Library (the stacks, the North and South Reading Rooms, corridors and courtyards). Food and drinks can be consumed in our two courtyards, where there is outdoor seating available, increasing the number of covers available.

The counter will require some work and additional equipment would need to be supplied such as a coffee machine, refrigeration, chilled display cabinet/s, till/POS system, water boiler etc. It is a requirement for the Contractor to supply their own coffee machine and till/POS system. Other works and equipment may be supplied either by the Library or the Contractor. The seating area and furniture is the responsibility of the Library.

Outline plans of the area can be requested from Ben Thurbon at benthurbon@gmail.com or 07922022042.





Charles Darwin's children's drawings (MS DAR 185: 109)

5. Service Specification

SERVICE

The Contractor will be expected to provide a coffee shop style counter service.

FOOD & BEVERAGES

Coffees, teas, cold beverages, sandwiches, pastries and snacks will be required to be offered throughout the opening hours. Cheese scones would be a bonus!

PAYMENT

We envisage cashless (contactless) payment but the Contractor may take cash if they wish.

OPENING HOURS

The Library is open Monday to Friday (09.00 – 19.00), & Saturday (09.00 – 17.00) throughout the year, with later opening (until 22.00) in April, May and June prior to University exams.

The minimum opening hours for the Tea Room will be 10.00 – 14.00, Monday to Saturday. The Contractor is welcome to open for longer hours and may wish to experiment with opening times but it is important to openly advertise these hours and provide

continuity.

PRICING & LABELLING

All items for sale must be clearly priced and allergen information provided in line with Natasha's Law.

FOOD SAFETY

The Contractor must adhere to the University Food safety Policy at http://www.unicen.cam.ac.uk/files/food_safety_policy_final.pdf

The Contractor must be registered in accordance with University procedures in order to supply catering services to the University. Contractors who are not currently registered must agree to be audited and pay the registration fee which is currently £600 plus VAT and is valid for a period of 3 years. This will be carried out by a third party appointed by the University.

HOSPITALITY

The Library hosts frequent meetings and events and hospitality services within the building would be useful but are not a requirement (and the Library may choose to use another supplier as they wish).

SUSTAINABILITY

The University of Cambridge recognises its responsibility to provide healthy and sustainable food to staff, students, and visitors. The Contractor must adhere to the University Sustainable Food Policy at https://www.unicen.cam.ac.uk/files/sustainable_food_policy_2019.pdf which applies to all contractors operating on the estate.

The policy sets out the University's intentions to minimise the impact of its catering operations on the environment, to promote sustainable practices and consumption.

The key requirements of the policy are:

- Offer no ruminant meat (e.g. beef or lamb) and reduce the offering of other meat.
- Reduce the consumption of dairy products.
- Promote the consumption of more plant-based foods.
- Reduce food wastage.
- Source food and other products locally where possible.
- Ensure that products are traded fairly throughout the supply chain.
- Ensure that we provide fish from sustainable sources, limiting the impact on threatened stocks and through the environmental impacts of aquaculture.
- Ensure that animal welfare standards are adhered to, including through adherence to Red Tractor Assured standards as minimum.
- Communicate the commitment to sustainable food to customers, staff and contractors our commitment to serving sustainable food.
- Do not sell any single use plastic bottles and reduce the use of all plastic packaging.

FINANCE

There is a requirement for the Contractor to provide some or all of the additional equipment required to operate the catering service. The Library may be prepared to provide some of the additional equipment.

The Contractor is required to provide the service as a principal for VAT and at no cost to the Library. The Library would welcome a % return of sales that may be triggered after an initial threshold of sales is met.

TARIFF

A tariff must be supplied to the Library and advertised to customers. Discounts, promotions and rewards schemes can be run at the discretion of the successful Contractor.

TUPE

There are no staff to TUPE for this contract.

SECURITY

The Contractor is expected to work with the Library's Facilities Management Team to comply with the security protocol expected to help safeguard the collections held in the Library.

6. Responsibilities

HEAVY AND SMALL EQUIPMENT INCLUDING PORTABLE APPLIANCE TESTING (PAT)

The Library will be responsible for the provision of the existing equipment. The Library will be responsible for Portable Appliance Testing (and fixed electrical). The Contractor will be responsible for reasonable care in accordance with manufacturer's instructions. The Contractor will be responsible for reporting all breakdowns directly to the Library.

LIGHT EQUIPMENT

The Contractor will supply light equipment which includes serving dishes, serving utensils, stirrers, sugars, napkins, disposable cups etc.

UTILITIES

The Library will be responsible for the provision and cost of utility services (gas, electric, water hot and cold, drainage etc.) and the maintenance of those services. The Contractor will instruct staff in the economic use of the Library's utilities and will ensure that staff co-operate in the Library's energy conservation policy, where applicable.

FIRE/FIRE APPLIANCES

The Library will be responsible for the provision of the firefighting appliances. It will be the responsibility of the Contractor to draw up and agree with the Library a suitable policy of fire precaution and evacuation procedures. The Contractor should immediately report to the Library any problems with the equipment supplied. The Contractor must train their staff as to the appropriate action to take in the event of a fire. The Contractor should ensure that catering premises are not left in a way that could prove a risk in terms of starting a fire.

FIRST AID

The Contractor must provide and maintain suitable first aid equipment for minor injuries and ensure they employ at least one member of staff on site at all times that holds a current First Aid certificate.

6. Responsibilities (cont.)

THE FABRIC OF THE BUILDING

Physical maintenance of the structure, fabric and finishes of the server area, stores, dining room and any associated areas shall be the responsibility of the Library. The Contractor should promptly report and confirm in writing to the Library any problems. Contractors are to familiarise themselves with the areas and advise in their tender documents any matters which would prohibit them from providing a catering service. The Contractor shall not modify or alter any part of the premises without prior written permission of the Library.

CLEANING

The Contractor shall be responsible for all cleaning in the servery, stores and associated areas, including all equipment, on a scheduled basis up to height of 2 meters.

DINING FURNITURE

The Library will be responsible for the provision and repair and maintenance of the dining furniture.

DINING ROOM CLEANING

Customers are responsible for depositing their used items in the receptacles provided. The Contractor's staff will clean down tables, clear remaining rubbish and sweep the dining room floor promptly at the end of service. The Library will be responsible for thorough cleaning of the floor at the start of each day.

RUBBISH DISPOSAL

The Contractor will be responsible for ensuring that all catering and dining refuse is regularly removed from the catering and dining areas, packed in black plastic sacks and moved to the Library's compactor, dustbins or recycling bins in an acceptable manner. Where recycle bins are provided, the Contractor's staff shall ensure that all refuse in the kitchen is recycled wherever reasonably practical. The Library will be responsible for the provision of dustbins.

WINDOW CLEANING

The Library is responsible for cleaning of the windows, both inside and outside.

6. Responsibilities (cont.)

TELEPHONES & IT

The Contractor will be responsible for the cost of their telephone line and associated calls. The Contractor will be responsible for their own IT requirements, internet will be provided by the Library. The Contractor must ensure their needs are met via close liaison with the IT department of the Library.

PEST CONTROL

The Contractor shall be responsible for keeping their areas in a satisfactory state. The Library shall institute a regular programme of pest control to ensure that the premises are free from infestation by pests and vermin.

DELIVERIES

Deliveries can be accepted via a dedicated loading bay off Grange Road but there is no car parking provision for contractors.



	Library responsibility	Contractor's responsibility	To be agreed
Counter and back bar			
Existing Supply	Y		
Additional works			Y
Service equipment			
Coffee machine		Y	
Other equipment			Y
Light service equipment			
Initial		Y	
Renewal		Y	
Everyday cleaning			
Tables during service		Y	
Furniture	Y		
Dining area floor	Y (Mornings)		
Servery area		Y	
Storage areas		Y	
Catering area floors & walls under 2mts		Y	
Removal of waste to external bins		Y	
Waste removal from site	Y		
Occasional works & cleaning			
Walls over 2mts and ceilings	Y		
Piping	Y		
Decoration	Y		
Windows inside & out	Y		
Pest control	Y		
Flexible costs			
Water	Y		
Electricity	Y		
Gas	Y		
Heating/air conditioning	Y		
Telephone line/usage		Y	
Wi-Fi/internet connection	Y		
IT hardware & software		Y	
EPOS hardware & software		Y	
Cashless payment costs		Y	
Banking/cash handling		Y	
Other			
Firefighting equipment	Y		
Kitchen first aid		Y	

7. University Conditions

LICENSE TO OCCUPY

The Contractor will be required to agree to a Licence to Occupy. This will be provided at least 1 month before the commencement date of the contract. An indicative Licence to Occupy has been provided for information in Appendix (A)

CONTRACT CONDITIONS

The University conditions of contract for catering services are provided in Appendix (B) these need to be fully understood and agreed to.

All appendices, including the Tea Room site plans, the License to Occupy, and the conditions of contract are available on request from Ben Thurbon at benthurbon@gmail.com or 07922022042.



8. Tender Response

Please respond to this tender using the section numbering given and by providing relevant and concise responses. We are not looking for volume. Please keep your response focused to the Tea Room. Do not include policy statements (except requested), brochures, standard responses or padding - we are looking for meaningful responses that provide the necessary information to make the right decision.

SECTION 1: SERVICE

- 1.1** Detail the service that you will be providing, covering: style of outlet, intended opening hours, and customer service principals. (15%)
- 1.2** Provide your anticipated menu range with prices. (10%)
- 1.3** Detail how and where your food will be produced. (5%)

SECTION 2: MARKETING

- 2.1** Provide examples of your identity and/or branding. (4%)
- 2.2** Detail your packaging and disposables. (3%)
- 2.3** Detail examples of any promotions, offers and meal deals that you intend to offer. (3%)

SECTION 3: STAFFING & MANAGEMENT

- 3.1** Describe how you will staff the outlet. (5%)

- 3.2** Detail how you will manage staff absence/shortages to provide continuity of service. (5%)

SECTION 4: EQUIPMENT

- 4.1** Detail the additional equipment that you will need and confirm if you will be providing it. (8%)
- 4.2** If you require the Library to provide any equipment and/or works please detail and provide outline costs. (7%)

SECTION 5: FINANCE

- 4.1** Provide an outline business plan for operating this contract. (10%)
- 4.2** Confirm your ability to offer a nil cost deal to the Library and if you intend to offer any commission and if so, on what basis. (15%)

SECTION 6: ASSURANCE

- 4.1** Provide a short introduction of your company and why you believe you are best placed to provide an excellent catering service to the Library. (5%)
- 4.2** Provide two references that are relevant to this process. (5%)

SECTION 7: CONDITIONS

- 7.1** Confirm your understanding of the content of this document and your ability to deliver on all service requirements, specifications and requests. Also confirm your acceptance of the Licence to Occupy and the University Conditions of Contract for catering services detailed in section 7. (Pass/fail)

9. Tender Scoring

The tender scoring will be weighted on the following basis:

Service	30%
Marketing	10%
Staffing & management	10%
Equipment	15%
Finance	25%
Assurance	10%
Conditions	Pass/Fail

Non-financial sections will be scored on the following basis:

0	Unacceptable	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.
1	Poor	Response is poor. The response addresses limited elements of the requirement but contains insufficient detail or explanation to demonstrate how the requirement will be fulfilled.
2	Satisfactory	Response is partially relevant. The response demonstrates a satisfactory understanding of the requirement but lacks details on how the requirement will be fulfilled in certain areas.
3	Good	Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.
4	Excellent	Response is wholly relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.

A breakdown of scoring for each section is available in Section 8.

The finance section is scored on a pro-rata basis, with the most financially advantageous bid receiving a 10 and other bids scored proportionately against this.

10. Conditions of Tender

COMPLETION OF TENDER DOCUMENTS

It is the responsibility of the tenderer to ensure that they have read and understood all the documentation included in the package. Tenderers must satisfy themselves as to the accuracy of any and all information.

Tenderers are responsible for ensuring that they have completed the tender fully and accurately and that the prices quoted are arithmetically correct. Amendments to the tender will not be permitted after submission, unless requested by the Library.

All costs, including travel and associated costs, incurred in relation to this tender are to be borne by the tenderer.

Tenders must be submitted on the basis requested in the tender document. Additional alternative offers may be considered and should be submitted separately.

The Library does not undertake to accept the lowest or any offer.

SITE VISITS

Potential tenderers may visit the site between 13 June and 8 July by making an appointment with Ben Thurbon (benthurbon@gmail.com or 07922022042).

PROCESS FOR QUESTIONS/CLARIFICATION

This tender process should be viewed as a confidential activity. As such, all data and this ITT must be treated with full confidentiality. All questions regarding this material should be directed to Ben Thurbon at benthurbon@gmail.com or 07922022042.

Tenderers should not provide any proprietary information in their questions. In the interests of fairness, all questions and answers will be shared with all tenderers. In order to facilitate this process, questions should be submitted by 8 July 2022.

Any contact made directly with any employees of the Library regarding this ITT is a violation of the terms of the ITT response criteria and may be cause for disqualifying a tenderer.

PROPOSAL DEADLINE

In order to allow appropriate time for analysis, selection, implementation and communication of the selected tenderers, cooperation is requested in meeting all of the specified deadlines. It is our intention to respond to all reasonable requests for additional information and to reasonably co-operate with the tenderers in the development of their proposal.

Therefore it is imperative to submit proposals by 10am on 14 July 2022. The Library may reject any tender which is late and does not fully comply with the stipulated requirements.

TIMETABLE

The Library intends to follow the enclosed timetable in performing the evaluation and selection process.

The Library will notify tenderers whether or not they have been successful. The dates are subject to change at the discretion of the Library.

COLLUSION

Tenderers must not submit an offer in collusion with any other person, company or body, which may have the effect of distorting or increasing the cost of the service provided under the contract.

MARKETING

All marketing or similar activities by the tenderer associated with the tender must cease upon submission of the tender and only resume following notification from the school of the outcome of the tender process.

CONFIDENTIALITY

Any material of a confidential nature submitted by a tenderer should be clearly marked as confidential. All material provided by the school in relation to this tender must be treated as confidential.

INDUCEMENTS

The Library has a strong belief in propriety and ethics. A tenderer attempting to offer inducement to any member of staff will be excluded from the tendering process.

OFFER

The offer must be open for acceptance for a period of 90 days, from the date for last receipt of tenders.

DELIVERY RESPONSES

The tender submission, supporting information and a covering letter signed by an authorised representative of the tenderer must be submitted electronically to tender@lib.cam.ac.uk by 10am on 14 July 2022.

The e-mail must be titled 'catering tender response CULTR'.

It is important that tenderers follow the same numbering scheme set out in this ITT. In addition please ensure that each page of the tender is numbered in sequence and includes the tenderer's company name and/or logo.