

Bridging the Tamar Visitor and Learning Centre



Invitation to Bid for Temporary Mobile Catering Concession Trading License

**Deadline for bid submission:
10 November 2023 at 5pm**

Address: Pemros Road, St Budeaux, Plymouth, PL5 1LP

<https://www.bridgingthetamar.org.uk>

<https://tamarcrossings.org.uk>

Invitation to bid

Background information:

Bridging the Tamar Visitor and Learning Centre (as part of Tamar Crossings) invites suitably qualified and experienced companies to submit bids for the opportunity to provide for a trial period of up to seven months, a new Mobile Catering provision on the Plymouth side of the Tamar Bridge. This will be on a daily basis (particularly on weekends and during events) to provide refreshments for people visiting the Bridging the Tamar Visitor and Learning Centre, but also to serve other customers such as Tamar Crossings Office Staff, Contractor's personnel working on site and members of the public who may be passing through the buildings and Car Park.

This document explains the core audiences of Bridging the Tamar, our brand values, and our expectations for the development of this new opportunity.

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1. Introduction

The internationally renowned Tamar Bridge was the longest suspension bridge in Britain when it opened in 1961 and remains the only fixed road crossing of the lower Tamar connecting Plymouth and South-East Cornwall.

Constructed over a century earlier, Isambard Kingdom Brunel's Royal Albert railway bridge was hailed as an inspired and unique design which has stood the test of time.



Both are iconic landmarks and the subject of many accolades and awards and featured in countless films and television programmes.

It was the Tamar Bridge Act of 1957 that gave Plymouth City and Cornwall Council the powers to build the Tamar Bridge and to charge tolls to cross it. The Act also brought the newly constructed bridge and nearby Torpoint Ferry under the single governance of the Tamar Bridge and Torpoint Ferry Joint Committee – the same organisation that today is tasked with ensuring every crossing is safe, reliable and sustainable.

Opened by Prince Albert on the 2nd May 1859, the Royal Albert Bridge today is owned and operated by Network Rail as part of the West Coast mainline route to Penzance. Over seventy-seven trains a day still use the bridge each day although their maximum speed is almost identical to that set when it first opened!

2. Bridging the Tamar – the Visitor and Learning Centre

The Bridging the Tamar Visitor and Learning Centre (the Centre) was created to celebrate the unique heritage of the Royal Albert rail bridge and Tamar road bridge and the stunning beauty of the River Tamar estuary they cross.

The opening of the new Bridge Offices in 2018 offered a once-in-a-lifetime opportunity for a new Visitor Centre to be built on the footprint of 1960's bridge office building. The project was

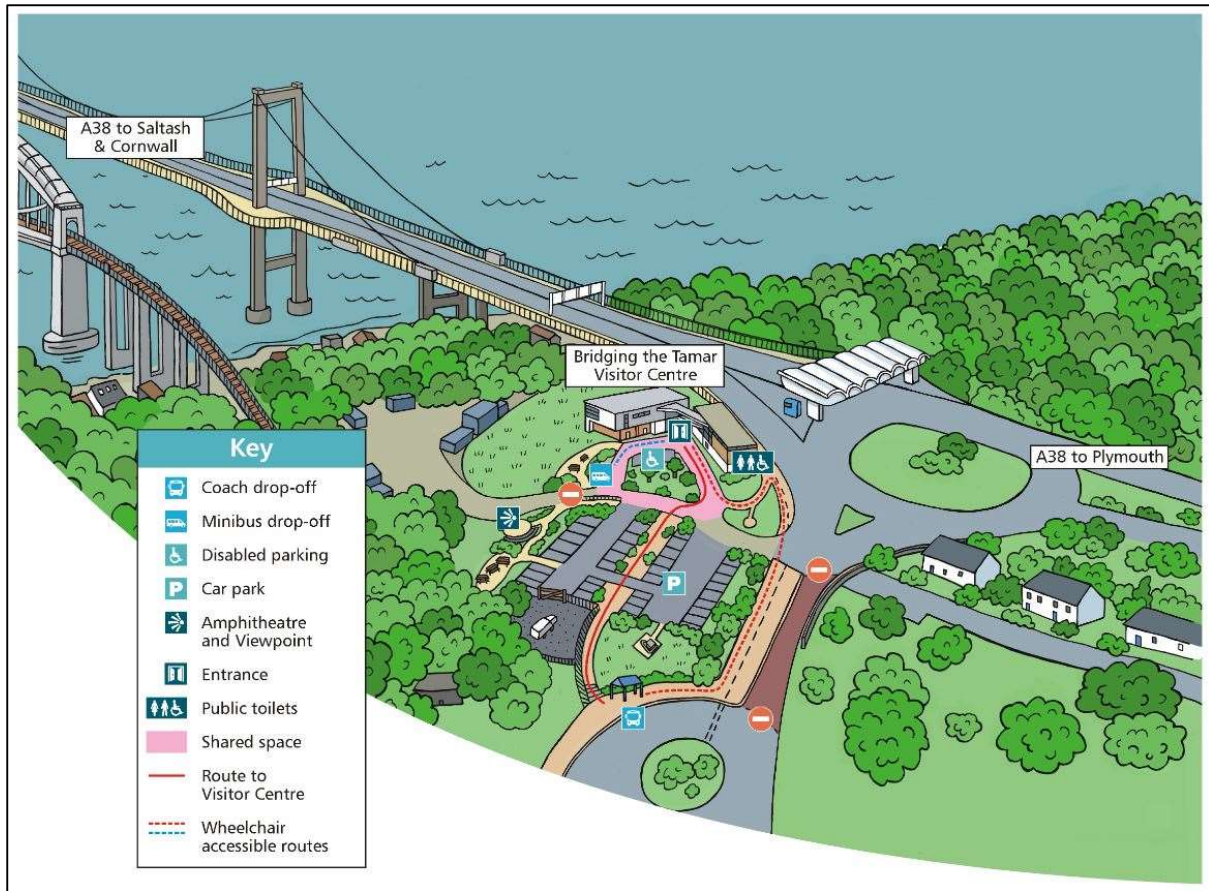
made possible through a 4-year partnership with the National Lottery Heritage Fund who contributed 75% of the initial set up costs and supported the staff and volunteer team through the pandemic which occurred during the first year of opening.

The Centre is open every day (except Christmas Day) between 10am-4pm and is free to enter.

The centre boasts a spacious display area and educational workshop with a range of interesting artefacts, models and interactive attractions. Central to our goal was to develop a STEAM (Science, Technology, Engineering, Art and Mathematics) hub and to deliver a programme of accessible events and learning activities for all ages and abilities. These are often run in collaboration with other organisations and are used by schools, universities and other community groups and clubs.



As a strategic transport hub, the Centre is also at the heart of a sustainable transport network including local bus services, shared cycleway and footpaths, accessible parking and electric vehicle charging points. Many visitors use the offices as a convenient stop (free parking up to 4hrs) on their journeys to and from Cornwall, where they stop to enjoy the vista or use the public conveniences. Local people and dog walkers also mill around the area or walk over the bridge cantilever to or from Saltash. Bus services to the city centre are provided by local operators from bus stops just a short walk from the Centre.



There are no existing catering services at the Visitor Centre or Bridge Office as it was felt that they could not be properly accommodated within the available space when the building was under development. It is hoped the addition of the mobile catering concessionaire will enhance visitor experience, which in turn increase footfall and increase appetite for the concession.

For further information:

www.bridgingthetamar.org.uk – Visitor and Learning Centre

www.tamarcrossings.org.uk – Tamar Crossings general information

3. Our Visitors

The centre aims to attract approximately 15,000 visitors a year to the exhibition space, and displays, and an additional 50,000 a year visiting the bridge customer service reception to enquire about Tamar TAGs, enjoying the landscaped gardens, or simply walking across the bridge between Saltash and Plymouth.

In addition to the walk-in visitors, the Centre runs a varied programme of events including guided volunteer led talks every Tuesday, Thursday and Saturday. Staff and volunteers regularly host primary and secondary school classes as well as higher education and university visits and adult learner sessions.

Throughout the year, the Centre hosts a wide variety of workshops, family events and bespoke visits from local groups, clubs and societies, coach trips and other organisations. Occasionally, the Centre runs behind-the-scenes tours for groups to the bridge structure itself or to learn about the day-to-day operation of the Tamar Bridge Control Room.



The Visitor Centre includes:

- exhibition space
- education workshop
- toilets and baby changing facilities

There is no dedicated internal café space or dedicated till point for catering or retail inside the building. It is unstaffed but staff and volunteers regularly greet visitors and host ticketed events inside the building and in the outdoor areas.

The Centre is supported by the bridge office customer services reception (open 9am-5pm, Monday to Friday) which receives typically 200 or so daily visits from customer with TAG or other general enquiries.

Other potential customers could include the staff inside the Bridge offices (typically 10-20 people on site during daylight hours) and various third-party contractor staff engaged as part of numerous ongoing maintenance and engineering work. Local people and dog walkers also visit around the area and walk over the bridge to or from Saltash.

4. Location and proposed site



The Tamar Bridge spans the Tamar river between Plymouth and Saltash, Cornwall, and is a short journey to the west of Plymouth city centre. The bridge offices and car park are located on Pemros Road accessed via the A38 Bridge Office Roundabout Junction.

Both Saltash and St Budeaux are thriving communities with a strong group of independent traders including art and craft artists which attract visitors to the local area. Although a range of coffee shops and food providers can be found in adjacent areas, there are no close by catering establishments to serve the Centre or bridge offices.



An existing layby has been earmarked to the south of the main building, adjacent to the entrance to customer services and the visitor centre. The area is adjacent to picnic benches, planted areas and faces out to stunning views of both bridges and the River Tamar estuary. It is bordered by the disabled parking area to the rear. Customers would walk along the path to access and the unit will face away from the centre, towards the river.



There are no water or sewerage connections in the designated layby area, but potable water and staff toilets are available (free of charge) at the Visitor Centre and Bridge Office.

There are no electrical services – caterers shall supply their own power supplies.

5. Specification

Tamar Crossings would like to provide a Mobile Catering Service concession in the Bridge Office and Visitor Centre car park, adjacent to the main concourse.

The catering unit will operate daily (Monday to Sunday) as follows:

- Arrival to site and set up: **9.30 – 10am**
- Trading period: **10 – 4pm**
- Demobilise and move off site: **4 – 5pm**

It is especially important to be available on Saturdays, Tuesdays and Thursdays.

The intention is to grant exclusive catering rights on this site for the 2024 season (as above) to period to establish the site's potential. At the discretion of Tamar Crossings, the tender includes an option to extend the trial period for up to four additional years, each year from 1st April to the 31st October (7 months).

Tamar Crossings will provide:

- a designated pitch for a mobile catering unit
- 2 adjacent seating and gathering area (inc. 2No large picnic benches)
- access to nearby potable water supply and staff welfare facilities (free of charge)

Tamar Crossings will require a regular monthly meeting to discuss ongoing service provision. These meetings will require the attendance of the Licensee to openly share sales information.

The successful bidder must be able to operate every calendar day during the season as stated. However, Tamar Crossings is mindful of the need for the facility to be flexible and adaptable in order to service business needs both during peak and off- peak seasonal periods. The hours of operation shall be agreed in writing with the successful bidder and shall be included within the licence agreement. Trading hours may be subject to change in agreement with Tamar Crossings and successful bidder. Please note access and trading hours may be subject to Planning Consent conditions.

The successful bidder will be required to provide:

- a selection of hot and cold drinks in recyclable, environmentally friendly and sustainable containers (locally sourced wherever possible) and would encourage customers to use their own re-useable cups/containers (no single use plastics)
- limited approved high quality range of cakes, biscuits and light snacks (NO hot food or alcoholic beverages).
- A MINIMUM Food Hygiene Rating of 4
- A high quality catering unit and associated signage in keeping with the Bridge Office environs – examples of such units could include:



Opportunity to view site:

The site and bridge grounds are open at all times and the Visitor and Learning Centre open daily between 10:00 and 16:00hrs

6. Terms of Licence

Proposed licence Fee: £150 per calendar month.

Permitted selling period and times of use of site:

Daily selling period between 10am and 4pm.

The van/trailer must be removed from the site end of each day by 5pm and is not to return before 9.30 am on any following day. The speed of the vehicle must not exceed 5 miles per hour at any time when it is not on the public highway.

Licensor	Tamar Crossings, Pemros Road, Plymouth, PL5 1LP
Licensor's Solicitor	Cornwall Council, New County Hall, Truro, TR1 3AY
Licensee	As signed below.

Licence Period	<p>Starting from as soon as possible after submission to the 31 October 2024.</p> <p>The Licensor, at their total discretion, may choose to extend the Licence Period for a further calendar year (1st April to 31st October) up to a period of four additional calendar years.</p>
Licence: occupation of site and trading hours	<p>Daily – Monday to Sunday:</p> <ul style="list-style-type: none"> - Arrival and set up: 9.30am – 10am - Trading period: 10am - 4pm - Pack up and leave: 4pm – 5pm <p>All Licensee equipment and materials to be removed off site each night unless agreed in writing by the Licensor.</p>
Licence Fee	<p>A monthly licence fee of £150 (one hundred and fifty pounds) to be paid by Licensee to the Licensor in cleared funds on or before the following dates:</p> <p>1st fee: 100% of monthly fee to be paid upon acceptance. Subsequent monthly fees to be paid before the start of each month e.g.: June, payable by 31st May.</p>
Break Clause	<p>None, other than termination clauses in General below.</p>
User Clause	<p>For the sale of Licensor written approved goods and services</p>
Catering Unit Type	<p>Only catering approved in writing by the Licensor may be used on the premises.</p>
Catering equipment and stock storage	<p>All catering equipment and stock must be stored within the Licensee's vehicles (there are no on-site storage facilities).</p> <p>All equipment must be removed off site daily between 5pm and 9.30 am daily.</p> <p>The use of additional signs, flags and other mobile equipment to be approved in writing by the Licensor.</p>
Repairs and Maintenance	<p>The Licensee will be responsible for the cost of making good any damage it has caused.</p> <p>The Licensee will be asked to seek to maintain a tidy and litter-free area within 15 meters of the pitch.</p>

Waste and rubbish	<p>The Licensee will be asked to seek to maintain a tidy and litter-free area within 15 meters of the pitch.</p> <p>The Licensee will be responsible for the safe and environmentally responsible removal off site of all generated waste and rubbish.</p>
Electrical Supply	<p>Provided by catering concessionaire (there are no external power outlets within the grounds).</p> <p>The Licensee shall ensure they minimise energy usage.</p>
Insurance	<p>The Licensee is responsible for public liability insurance to a minimum level of £5m and all other insurances necessary for the use of the Property, e.g.: motor insurance.</p>
Alienation	<p>The Licence is personal and cannot be re-assigned. The licence is only valid for the Licensee.</p>
Legal Costs	<p>Each side to bear their own costs.</p>
Reference and credit checks	<p>The Licence is subject to receipt by the Licensor of satisfactory references and a satisfactory credit check.</p>
Planning Consent	<p>The licence is subject to Planning Constraint Conditions – these include the size, type and general quality of the proposed catering unit. Details of this unit will be submitted to Plymouth City Planning for approval. The Licensor does not, under any circumstances, accept any liability for the refusal of Planning Consent based on the Licensee’s proposed catering unit.</p>
General	<ol style="list-style-type: none"> 1. The Licensee is responsible for complying with all legislation, certification and trading licences relating to the catering unit and use of the site and must supply to Tamar Crossings a copy of all documentation showing its compliance within seven days of the Tamar Crossings requesting it. 2. The Licensee is responsible for paying for a regulatory compliance check at any time prior and during the licence period to demonstrate that they are meeting their obligations in terms of regulatory compliance. 3. The Licensor does not, under any circumstances, guarantee any minimum customer/visitor footfall. 4. The Licensor accepts no liability whatsoever, for any loss or restriction of the site and/or visitor numbers, arising, either directly or indirectly, from unforeseen

	<p>incidents or events or occurrences or planned activities (inc. preventative or reactive or planned maintenance) by Tamar Crossings, their contractors or other stakeholders or Third Parties.</p> <p>5. The Licensor reserves the right to terminate the licence at any time if it is seen that the licensee is not present and trading at the agreed times without the Licensor's permission</p> <p>6. The Licensor reserves the right to terminate the licence at any time if the Licensee is using unapproved equipment or selling unapproved products and services without the Licensor's written permission.</p> <p>7. The Licensor reserves the right to terminate the licence at any time if the Licensee is – in the Licensor's absolute discretion – in contravention of any legislation, failure to maintain a food standard rating of 4 or above, and/or behaving in a manner incompatible with appropriate standards of professionalism or expected customer service.</p> <p>8. At the end of the Term the Licensee must yield up the site with vacant possession, in the condition required by the provisions of this Agreement, remove all (if any) fixtures and fittings, immediately making good any damage caused by their removal.</p>
Bidder Signature:	
Name:	
Position:	
Company/organisation:	
Date:	

7. Bid submission and Evaluation

If you are interested in taking on this unique opportunity, you will need to supply the following information, which will be used to evaluate bids:

7.1 Mandatory Information Requirements

Must be included within your submission:

Details/information required	Please tick to confirm included within submission
Company name, address, email and telephone numbers	<input type="checkbox"/>
Names of company directors	<input type="checkbox"/>
Guarantor details (if you are a new business) or, References (if you are an existing business)	<input type="checkbox"/>
Evidence of your registration as a food business, including - Food hygiene rating certificate (Minimum score = 4) - Environmental Health certificates - Relevant Health and Safety certificates and/or accreditations - Staff competency and training	<input type="checkbox"/>
Relevant examples of Health and Safety documentation e.g. Safe Systems or Work and Risk Assessments	<input type="checkbox"/>
Copies of Insurance certification (£5M Public Liability Insurance)	<input type="checkbox"/>
A signed and dated copy of this Tender	<input type="checkbox"/>

7.2 Method Statements and scoring

Please provide a written response for each requested method statement – maximum 1000 words (excluding any appendices or supporting documents/proforma).

a. Catering and Operational Experience Statement	Score (%)	Measures
Please provide details of your companies' activities and experiences in providing similar services to this	20%	Please include demonstration of: - commitment to consistent high quality provision and appropriate track record

offer – if a new venture, the experience and competency of staff		<ul style="list-style-type: none"> - commitment to customer care and maintenance of relationships (inc. complaints and resolution) - your willingness to work as a business partner/ambassador with Tamar Crossings to foster mutual growth
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b. Food Quality, Menu and Service Statement	Score (%)	Measures
Please describe the intended food quality and service.	20%	Please include: <ul style="list-style-type: none"> - intended sample menu and typical pricing - commitment to cater for varied diets e.g. vegan, vegetarian, gluten free or other special diet requirements - demonstration of service style (e.g. staff dress standards) - policy with regard allergies

c. Catering Unit Statement	Score (%)	Measures
Please provide full details of the catering unit (and any necessary equipment) to demonstrate suitability to its surroundings.	20%	Please include: <ul style="list-style-type: none"> - make, model and type - dimensions (length, width and height) - photographs and/or detailed illustrations - confirmation of unit compatibility with site - ensuring unit maintenance and appearance

d. Sustainability and Environmental Statement	Score (%)	Measures
Please tell us how you will minimise the impact on the environment and how you will promote sustainability and net-zero carbon goals	20%	Please include: <ul style="list-style-type: none"> - Environmental Policy - commitment to sustainably/ethically and/or Fairtrade sourced products - commitment to minimise food, energy and other waste (e.g. food miles) - proposals to minimise use of plastics/packaging and goals to eliminate single-use plastics - maintaining cleanliness of site and seating areas

e. Health and Safety Statement	Score (%)	Measures

Please describe how you will maintain adequate health and safety standards and compliance with legislation and food standards.	20%	Please include: - health and Safety Policy or Statement - catering related accreditations and certificates - staff competency and training - relevant safe systems of work and risk assessments (can be enclosed as Appendices)
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7.3 Method Statement Evaluation

Each individual Method Statement Requirement response will need to be scored between 0 –5, as detailed below, within the standard scoring methodology table. This score will be multiplied by the allocated pre-weighted quality- based criteria for each Method Statement Requirement, to arrive at a weighted score. It will then be necessary to add all weighted scores together to ascertain the overall qualitative score.

Score	Definition	Interpretation
[5]	Excellent	The proposal demonstrates an exceptional understanding of the requirements and issues and provides an exceptional degree of confidence that the intended outcome/performance standards will be achieved and exceeded to the benefit of the Council, residents and/or customers. The level of evidence clearly demonstrates an ability to deliver.
[4]	Good	The proposal demonstrates a good understanding of the requirements and issues and provides a high degree of confidence that the intended outcome/performance standards will be achieved and exceeded to the benefit of the Council, residents and/or customers. The level of evidence fully supports the proposal and meets expectations.
[3]	Acceptable	The proposal demonstrates a reasonable understanding of the requirements and issues and provides an acceptable degree of confidence that the intended outcome/performance standards will be achieved to the benefit of the Council, residents and/or customers. Overall, the proposal evidences more strengths than weaknesses.
[2]	Minor Reservations	The proposal demonstrates some understanding of the requirements and issues, although there is a risk that some of the intended outcomes/performance standards will not be achieved or delivered to the benefit of the Council, residents and/or customers. The level of evidence does not demonstrate an ability to deliver, is deficient in some areas and requires certain assumptions to be made by the Council. Overall, the proposal is equally balanced in respect of strengths and weaknesses.
[1]	Serious Reservations	The proposal demonstrates an exceptionally limited understanding of the requirements and issues, and there is a significant risk that the majority of the intended outcomes/performance standards will not be achieved or delivered to the benefit of the Council, residents and/or customers. The level of evidence is deficient in the majority of areas, requires several assumptions to be made by the Council and overall shows significantly more weaknesses than strengths.
0	Unacceptable	The proposal does not demonstrate an understanding of the requirements and issues and/or there is a major risk that the majority of the intended outcomes/performance standards will not be achieved or delivered to the benefit

Score	Definition	Interpretation
		of the Council, residents and/or customers. The level of evidence in support of the proposal is either unacceptable or non-existent.

8. Timetable for Bid Process

Invitation to Bid issued:	17 October 2023
Bid Submission Deadline:	5pm, 10 November 2023
Bids to be sent to:	<p>E-mail submission is preferred to: visit@tamarcrossings.org.uk</p> <p>Postal submissions can be sent to</p> <p>Bridging the Tamar The Tamar Bridge Office Pemros Road Plymouth PL5 1LP</p>
Evaluation/Clarification of Bids:	November 2023
Notification of Award:	December 2023
Contract Start date:	From April 2024