



# Cadw: Caernarfon Castle

A UNESCO WORLD HERITAGE SITE

**EXPRESSIONS OF INTEREST INVITED**

**FROM POTENTIAL OPERATORS**

**FOR**

**POP-UP KIOSK**

**1 YEAR AGREEMENT FROM JUNE 2021**

**AND**

**FUTURE USE OF 'CAFFI CASTELL' WITHIN THE REFURBISHED  
KING'S GATE.**

## INTRODUCTION:

Caernarfon Castle situated in the town of Caernarfon, Gwynedd, is recognised around the world, as one of the greatest buildings of the Middle Ages. This fortress-palace on the banks of the River Seiont is grouped with Edward I's other castles at Conwy, Beaumaris and Harlech as a World Heritage Site. But for sheer scale and architectural drama, Caernarfon stands alone.

Here Edward and his military architect Master James of St George erected a castle, town walls and a quay all at the same time. This gigantic building project eventually took 47 years and cost a staggering £25,000. The Eagle Tower, with its three great turrets and 18-foot thick walls, is the crowning glory of Caernarfon Castle.

Caernarfon is a castle of dreams. A legend brought to life. Even after 700 years it still stirs the imagination like no other Welsh castle.

Current planned investment at the Castle includes providing a café operation. A Pop-Up Kiosk is already on site within the grounds of the Castle which has been provided as the first phase of an investment programme at the Castle. The necessary consents have been secured and enabling works have already been completed to begin the second phase, a major conservation project within the main entrance tower. The King's Gate Project is to include an enhanced visitor entrance new interpretation, visitor toilets and a glass lift to upper floors which is where a new café, to be known as 'Caffi Castell', is set to be created with completion in Summer 2022.

## CADW:

Cadw, meaning 'to keep', works to conserve and protect the historic environment for Wales and to promote distinctive regeneration and sustainable development through heritage. We conserve Wales's heritage for people to cherish and to enjoy,

today and in the future, and we have responsibility for some of the most significant sites in the world. Cadw promotes the development of the skills that are needed to look after our historic environment and we work together with partners to achieve our common goals.

We help sustain the distinctive character of Wales's landscapes and towns, help people understand and care about their place and history and the place of Wales in the world, and we make a real difference to people's wellbeing in Wales.

Cadw is responsible for the conservation, preservation and presentation of 130 sites throughout Wales. Included in the estate is Caernarfon Castle, a UNESCO World Heritage Site, situated within Gwynedd, North Wales.

<https://cadw.gov.wales/more-about-caernarfon-castle>

<https://www.youtube.com/watch?v=DtKYUQxbZws&feature=youtu.be>

## **LOCATION:**

Caernarfon Castle is located in Caernarfon, Gwynedd's county town with its narrow streets and stylishly redeveloped waterfront, surrounded by its medieval town walls, studded with eight towers and two gateways, which survives almost complete.

ADDRESS: Caernarfon Castle, Castle Ditch, Caernarfon LL55 2AY.

<https://cadw.gov.wales/visit/places-to-visit/caernarfon-castle#directions>

### **Road**

A4085, A487 (T), B4366.

### **Rail**

16km/10mils Bangor, on the Crewe-Bangor/Holyhead route.

### **Bus**

200m/220yards Caernarfon Penllyn, route No 5/5A/5B, Bangor-Caernarfon.

### **Bike**

NCN Route No.8 On route.

## THE OPPORTUNITY:

Cadw is offering a rare, substantial and notable opportunity preferably, for a local, independent, business to establish, run and manage a new and unique, catering facility within the renowned World Heritage Site of Caernarfon Castle. Initially the Pop-Up Kiosk, but with a phased approach, that could allow the operator to then expand into the more permanent created space, within the refurbished King's Gate. The Pop-Up Kiosk is immediately available and on site and it is hoped that from June 2021 this will be run by a third party operator, selected, following this Expression of Interest process. This would form stage one of this opportunity and if the relationship between Cadw and the operator proves successful, approval will be given to the operator, to run and manage both catering units, (subject to planning permission for longer use of the Pop-Up Kiosk), with the addition of Caffi Castell from Summer 2022.

Cadw seeks to secure a professional catering operator, experienced in the operational demands of running a café/restaurant operation with high volume, to provide a quality, all year round, attractive, catering offer for initially the Pop-Up Kiosk and then if required, in line with a first refusal agreement and subject to agreement and finalisation of occupational terms, Caffi Castell, to enable a friendly, fast and efficient customer service, for our visitors to Caernarfon Castle.

The Operator will need to meet the catering expectations and requirements of Cadw's many varied visitor groups and to provide a top quality, enjoyable catering experience, which will **add** to their overall visitor experience at Caernarfon Castle. They will also need to work closely with Cadw staff on site and with Cadw's Commercial department, to deliver the service in line with Welsh Government requirements and expectations.

The first part of the occupational agreement for the Pop-Up Kiosk will start from June 2021, initially until June 2022 (Please note that an extension to the current planning permission is being applied for use beyond this date, and longer use is therefore subject to planning approval).

The Caffi Castell catering facility is planned to open Summer 2022 and this will be able to form the second part of the occupational agreement, where from this point (subject to planning permission), the Operator will then run and manage both catering units, the Pop-Up Kiosk and Caffi Castell. The initial occupational agreement for Caffi Castell (and also hopefully the Pop-Up Kiosk if the planning extension is approved), will run for 3 years until spring 2025 and if the relationship between Cadw and the Operator proves successful this will be able to be extended in line with normal Landlord and Tenant negotiations.

For stage one, in relation to the Pop-Up Kiosk, it is hoped that the occupational agreement will commence from June 2021, and an annual licence fee to be paid to Cadw is expected to be £9K for the Pop-Up Kiosk for year 1 (June 2021- June 2022 with a pro rata figure thereafter, until Summer 2022 when Caffi Castell comes available). This is to reflect the impacts of Covid-19 on visitor numbers for that first year. The licence fee will be collected monthly in advance.

Should planning be successful, the licence fee for the Pop-Up Kiosk will be reviewed after this initial period in conjunction with the wider occupational agreement (if taken up) for Caffi Castell.

Negotiations regarding the licence fee for 'Caffi Castell' will be undertaken once the 'right to first refusal' option is exercised, this needing to be done (based upon projected availability date of the space of Summer 2022) of no later than 1<sup>st</sup> Nov, 2021.

All utility charges, including water and electricity, used by the Pop-Up Kiosk, will be the direct responsibility of the Operator. 'Caffi Castell' will also be occupied on this basis.

The successful operator will be required to agree and sign an appropriate occupational agreement before occupation of the Pop-Up Kiosk can commence (final terms to be solely determined by Cadw). The agreement will be on the basis that the business tenant will not be entitled to statutory protection to renew the agreement.

The permitted use for the Pop-Up Kiosk, shall be a self-contained, stand-alone catering unit, providing light refreshment facilities with limited internal seating and significant outside seating, to be open in conjunction with Caernarfon Castle's opening times. The Pop-Up Kiosk is to open for any evening events which may arise, when asked to do so by Cadw, and to provide an out-of-hours catering service if required. The frequency and nature of these events will naturally vary and is likely to increase in number; currently this is approximately fifteen events, per annum, for example, Christmas shopping evenings and summer events.

Cadw will supply a till for the Pop-Up Kiosk which will be linked to the wider Cadw EPOS system, tracking transactions, average spend and turnover with the Operator to provide management accounts on an open-book basis, to include, but not limited to, all costs, profit/loss and turnover on a quarterly basis and as requested by Cadw. The Operator will be liable for any loss of takings, if the Pop-Up Kiosk and/or Castle need to close for any reason, for example, due to utility services failure, equipment failure or adverse weather conditions etc. Cadw will not be liable to pay the Operator compensation to cover Pop-Up Kiosk staff wages, for example, due to any site building works, adverse weather conditions, equipment failure or site closure for any reason.

There is no public access to the Pop-Up Kiosk, except when the Castle is open. There is an expectation for the Operator to be able to meet the catering needs of all our visitors, from families, to tour groups, to students, for the local community and those who live locally.



### CADW 'S AIMS:

Cadw is constantly looking to developing revenue streams in order to help support its work and to benefit local communities. One key commercial area where Cadw is keen to develop further is the provision of food and beverage across a range of sites and to provide opportunities for local businesses to work with Cadw, in relation to this.

As such, the re-development at Caernarfon Castle includes the provision of a 'Pop-Up Kiosk' (on site and ready for operation), and an additional catering facility, 'Caffi Castell' which is due for completion in Summer 2022, with the aim to provide a real and substantial opportunity, preferably for a local, independent, business, to operate both catering units.

## THE OPERATOR:

Cadw views the use of the catering facilities within Caernarfon Castle as a long term partnership and it is therefore essential that any applicant is committed to Cadw's aims of working to conserve and protect Wales's heritage for us all to keep and to enjoy, both now and in the future, and to promote distinctive regeneration and sustainable development through heritage.

Cadw are looking for an applicant who must be able to demonstrate:

- The appropriate catering, hospitality, business management experience, and expertise.
- Experience of running a fast paced, high quality, visitor business, catering for many varied visitor groups.
- The commitment, ability, flexibility and enthusiasm to work closely with Cadw to achieve its aims, goals and objectives.
- Share Cadw's objectives to work in partnership with Cadw and wider Welsh Government staff, businesses and the local community.
- Evidence of consistently achieving the highest standards of customer service and a quality catering offer, all year round.
- They are preferably a local, independent business, who knows and wishes to be a part of the local community and is supportive to the local community.
- A realistic business plan and a sound financial base to provide the necessary working and investment capital.
- Recognise opportunities and can make the most of the footfall in the area and look to ensure this will complement existing local businesses.
- A good communicator, who will be an ambassador for Cadw and the local community both locally and regionally.
- They have the necessary drive and determination to succeed, can meet challenges head-on, leads their own team by example, and a team player who is adept with change.



Cadw will assess any Expressions of Interest received and along with the above, also assess the applicant's commitment to meeting Cadw's Service Standards Requirements, Welsh Language Requirements, Community Benefits and Cadw's own ethos as part of the assessment of all Expressions of Interest received. This process will identify Cadw's preferred occupier who will then be given the opportunity to negotiate the finer details of the Landlord & Tenant agreement in advance of the proposed occupation date. Should agreements not be agreed by the 1<sup>st</sup> May 2021, Cadw reserves the right to approach the second preferred occupier to negotiate terms and secure an occupational agreement.

### **THE POP-UP KIOSK:**

The Pop-Up Kiosk is fully equipped to deliver a mainly 'take-away' offer, with limited internal seating area (3 x 4 tables with 12 covers) and an external gravelled seating area (space for approximately 6 tables), which is situated within the grounds of the Castle, in a prominent and highly visible visitor location, within the Castle walls, surrounded by the stunning beauty of the Castle.



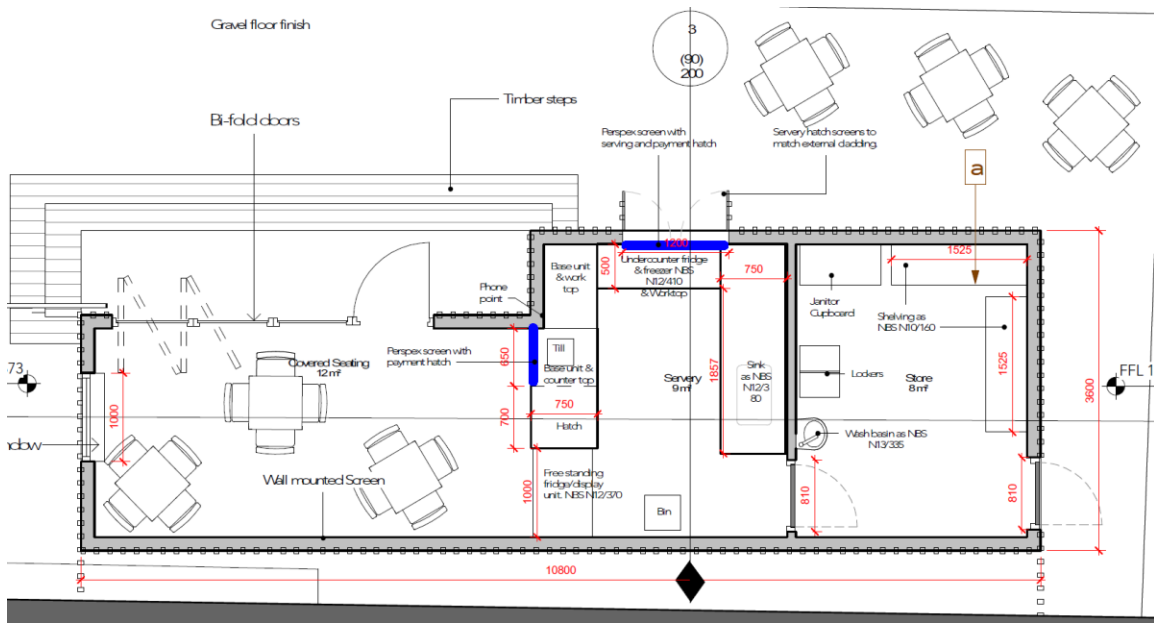
The Pop-Up Kiosk unit consists of an internal area of 29m<sup>2</sup>, with an additional external seating area of some 9m<sup>2</sup>.

**POP-UP KIOSK SEATING CAPACITIES: INTERNAL SEATING AREA – 29m<sup>2</sup>**

This area consists of 29m<sup>2</sup> with 12 x covers, based upon a combination of 3 tables with 4 chairs per table.

**POP-UP KIOSK EXTERNAL SEATING AREA - 9m<sup>2</sup>**

There is space for 6 tables providing an additional 18 covers, which can be used in good weather.



**The Pop-Up Kiosk Layout.**





The location of the Pop-Up Kiosk within Caernarfon Castle.



The Pop-Up Kiosk benefits from mains electricity and water supply and private drainage.

It is fully fitted with the following equipment provided as part of the occupational agreement:

**Equipment:**

**Cupboard and Drawer Base Units.**

**Sink Unit, Taps and Drainer with Under Cupboard and Splash Back.**

**Counter Worktops.**

**Hatch.**

**Alpine Vienna Refrigerated Display Unit.**

**Coolmax 42L Counter Top Freezer Display Unit.**

**Insect Exterminator.**

**Lincat Panini Contact Grill.**

**Extraction and Extraction Unit.**

**Lighting and Light Fittings.**

**Under Counter 150L Refrigerator.**

**Under Counter 140L Freezer.**

**MenuMaster Microwave Oven.**

**Dualit 4 Slot Toaster.**

**Primo Coffee and Hot Beverage Machine.**

**Tables (x6) and Chairs (x20).**

**COSSH Cabinet [lockable].**

**Staff Lockers (2x2 door).**

**Stainless Steel Shelving.**

**Hand Sink, Taps and Splash Back.**

**Fly Screens x 2.**

**45 L Pedal Bin.**

**Perspex Screens (re covid to counter and hatch).**

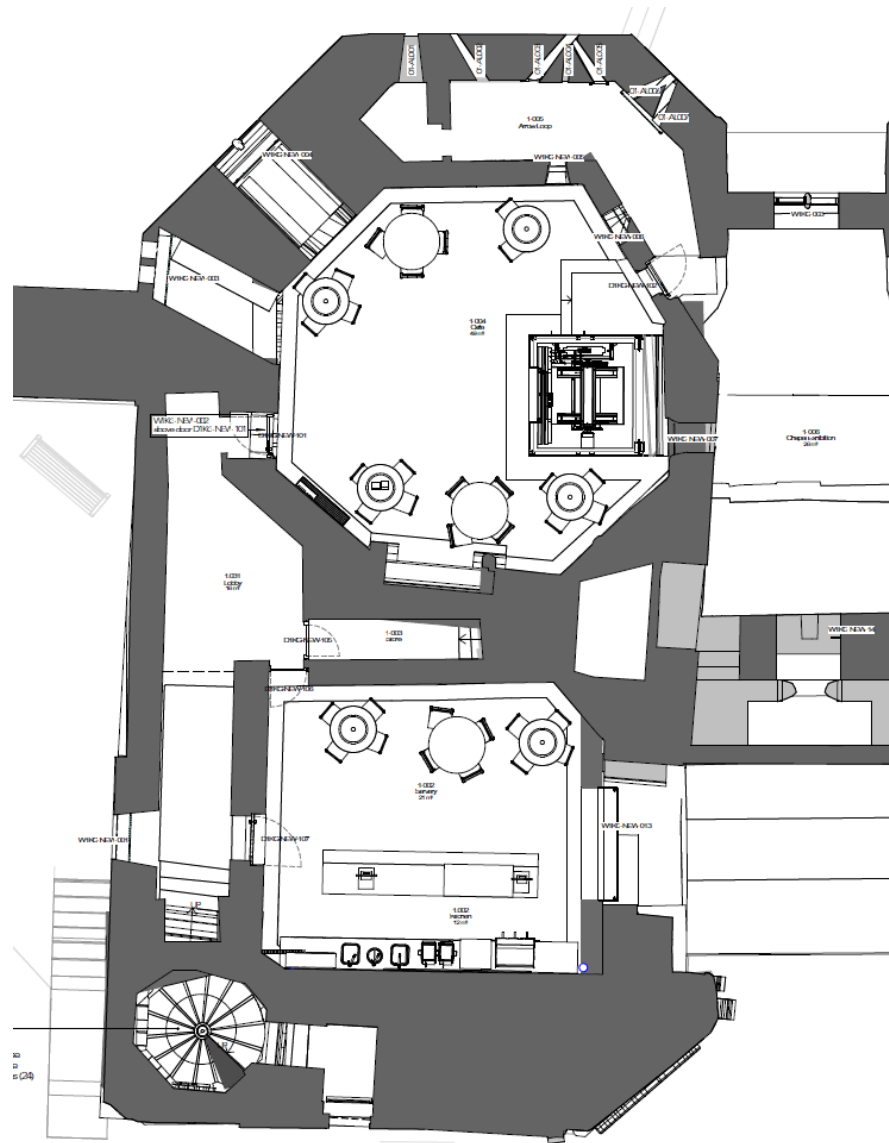
**55" Colour TV (with wall brackets).**

**To Note:** Cadw will ensure all equipment is in good working order prior to the start of the contract. **The Operator will be required to repair and replace all equipment as listed above, for the duration of the contract.**

**The Operator is also responsible for the servicing of all equipment and infrastructure of the Pop-Up Kiosk and for all general internal maintenance, to keep both the equipment and the building in good repair.**

### **CAFFI CASTELL:**

Caffi Castell is a new and exciting build, being situated within the King's Gate Tower (the main entrance) of the Castle itself, creating a highly unique, catering concept and visitor experience for café customers. Caffi Castell, situated on the first floor and accessible via stairs or lift, will have approximately a seating area of 12 covers, with a further 24 covers in the adjacent café room. The catering offer for Caffi Castell will need to be able to deliver a quick turnaround of customers, (especially in peak season), providing both eat-in and takeaway options in order to cater for the large number of visitors.



Proposed layout plan for Caffi Castell (subject to final amendments).



## VISITOR NUMBERS FOR CAERNARFON CASTLE:

**A total of 199,074** visitors to Caernarfon Castle for FY April 2019 – end of March 2020, split monthly as follows:

April 19	18,698
May 19	31,574
June 19	21,250
July 19	31,997
Aug 19	42,701
Sept 19	18,143
Oct 19	13,470
Nov 19	4,595
Dec 19	4,049
Jan 20	3,570
Feb 20	5,304
Mar 20	3,723
<b>Total:</b>	<b>199,074</b>

## OPENING TIMES 2019/2020:

1 March – 30 June

Daily 9.30am – 5.00pm

1 July – 31 August

Daily 9.30am – 6.00pm

1 September – 31 October

Daily 9.30am – 5.00pm

1 November – 28 February

Daily 10.00am – 4.00pm

Closed 24th, 25<sup>th</sup> and 26th December and 1st January

## CADW SERVICE STANDARD REQUIREMENTS AND OPERATOR RESPONSIBILITIES:

The successful operator will be expected to provide and adhere to the following Service Standard Requirements as part of this contract for the **Pop-Up Kiosk** catering unit at Caernarfon Castle (and which will also form the basis of the expectations if continued use of 'Caffi Castell' is secured):

- To provide a year round, high quality, efficient and effective catering service, to meet the visitor number demand, as appropriate, for a renowned World Heritage Site. To complement and enhance the visitor experience and add to an overall enjoyable visit, for our many visitors (circa 200k per year, pre-Covid).
- To ensure no reputational risk to Cadw through any actions or activities by the Operator and their staff, or by any association with the catering facilities. To promote and support the work of Cadw and its aims and objectives to visitors during the length of the contract, and to support the work of Cadw Custodians and employees at Caernarfon Castle.

### Produce and Suppliers:

- An emphasis on quality products, friendly and efficient customer service, a warm Welsh welcome, availability of product, attractive and full counter displays.
- A commitment to use local, Welsh suppliers, and to support Welsh businesses, sourcing responsibly.

### The Offer:

- For the Pop-Up Kiosk; to provide a daily, fast turnaround 'kiosk' style, catering offer, to include snacks, sandwiches, panini's, cakes and tray bakes incorporating Welsh delicacies such as Bara Brith and Welsh Cakes, a variety of hot and cold beverages, and ice-cream product. To make provision for vegetarian and vegan dietary requirements.
- To deliver a quick turnaround of customers, (especially in peak season), in order to cater for the large numbers of visitors to Caernarfon Castle and successfully meet their expectations.

### Pricing:

- Pricing to be accessible, with the Operator agreeing prices for their standard offer with Cadw at the outset, with any increases to be agreed in advance of any change with Cadw.

### The Welsh Language:

- As a minimum, the Welsh Language is to be used as first language, English second and be in evidence by the Operator, in the following areas of the Pop-Up Kiosk: bilingual menus, signage (to include menu items, promotional tent cards or descriptions), and counter service. There should

always be a Welsh language member of staff available to speak Welsh to customers. The successful Operator should ensure that in implementing the contract, the Welsh language is promoted and facilitated and not treated less favorably than English.

Opening and Closing Times:

- The Pop-Up Kiosk to open and close in line with the Castle's opening times and to adjust accordingly, if the Castle's opening times are changed i.e. to open at the same time as the stated opening time for the monument, and to close, no earlier than 30 minutes before the stated closing time of the monument.
- The Pop-Up Kiosk to open for any evening events which may arise, when asked to do so by the Client, and to provide an out-of-hours catering service if required. The frequency and nature of these events will naturally vary, but this is likely to increase in number; currently this is approximately fifteen events per annum, for example, Christmas shopping evenings and summer events.

Compliance: Food Hygiene, H&S and Allergens:

- Ensure compliance with all relevant legislation appropriate for the operation of this contract for both the Kiosk and Café, including, but not limited to the Health and Safety at Work Act 1974, Food and Environmental Protection Act 1985, Environmental Protection Act 1990, Food Safety (General Food Hygiene) Regulations 1995, the Control of Substances Hazardous to Health Regulations 2002, Food Hygiene Rating (Wales) Act 2013, Food Hygiene Rating Wales Regulations 2013 and Regulation No 1169/2011 on the Provision of Food Information to Consumers.
- All compliance paperwork in relation to the Act's above, to be kept on site at the Pop-Up Kiosk and to be available for inspection by Cadw, or their representatives, and the Local Authority Environmental Health Officer.
- Ensure a consistent Food Hygiene rating of level 5 for the Pop-Up Kiosk. Any changes to the Food Hygiene rating, will need to be reported to Cadw within 24 hours and a management plan agreed and put in place, to ensure that level five is reinstated within agreed timescales.
- Failure to reinstate a Food Hygiene rating level 5, within the agreed timescales will require the Operator to work together with the Client to ensure rating level 5 is again achieved. Cadw reserves the right to undertake any required work to achieve this rating level and to seek reimbursement of any costs from the Operator.
- Co-operate with any Food Safety and Health and Safety audits, as undertaken by Cadw or their representatives.
- Catering staff for the Pop-Up Kiosk, to be qualified in Food Hygiene to Level 2, with Management qualified to a minimum of Level 3 Food Supervising. Food Allergen Awareness training and Manual Handling are also to be completed, by all staff. Refresher training to be taken per annum. Staff training records and certificates to be kept on site and available to Cadw.

- The Operator to provide Food Allergen Information for the customer in writing, by for example on a menu, chalkboard or in an information pack, or a written notice placed in a clearly visible position explaining how customers can obtain this information, in order to meet the legal requirement. Steps should be taken to avoid cross-contamination in food preparation to protect customers with a food allergy.

Equipment, Service and Repair Responsibilities:

- Cadw will install and replace the **infrastructure** of the Pop-Up Kiosk facilities i.e. walls, floor and flooring, doors, roof and the freestanding unit itself, which is the Pop-Up Kiosk.
- The Operator will **repair and replace** the following **equipment** (but not exclusive ) for the execution of the contract for the Pop-Up Kiosk: cupboard and drawer base units, sink, taps and drainer with under cupboard and splashback, counter worktops, hatch, insect exterminator, toaster, panini contact grill, under counter refrigerator, under counter freezer, refrigerated display unit, counter top freezer display unit, microwave oven, 4 slot toaster, Primo coffee and beverage machine, tables (x6) and chairs (x20), stainless steel shelving units, hand sink, taps and splashback, staff lockers, fly screens, pedal bin, COSSH Cabinet [lockable], extraction and extraction unit, lights and light fittings, perspex screens (re covid to counter and hatch), to a minimum agreed specification with Cadw. Any replacements are to be approved by Cadw, in advance of any purchase. All repairs and replacements are to be undertaken by qualified tradesperson, employed by a VAT registered company.
- The Operator will be responsible for the **service** of all equipment and infrastructure within the Pop-Up Kiosk. For the Pop-Up Kiosk, this includes (but not exclusive), insect exterminator, 4 slot toaster, panini contact grill, under counter refrigerator, under counter freezer, refrigerated display unit, counter top freezer display unit, microwave oven, Primo coffee and beverage machine, extraction and extraction unit, lighting and drainage to include all drain and pipe blockages. All services are to be undertaken by qualified tradesperson, employed by a VAT registered company. Dates of service and record of service paperwork to be kept on site, and to be available for inspection by Cadw, or their representatives, and the Local Authority Environmental Health Officer.
- The Operator will be responsible for all **emergency call out** work to the Pop-Up Kiosk for example, such as blocked pipes, leaking pipes, tripped electrical supplies and extraction malfunctions.
- Day to day care of the flooring to the Pop-Up Kiosk, is the Operator's responsibility as is re-sealing the floor when required. Re-sealing and works to be carried out after liaison with Cadw in relation to methodology and products to be used.
- With the Operator responsible for servicing and emergency call-outs, the Operator needs to work closely with the Cadw Facilities Manager and Head and Lead Custodians, in reference to the reporting of faults, as some issues could have a profound effect on the overall daily Castle business. This is especially of importance during the 12 months liability period, as issues

might be covered under the liability defect period or a latent defect design wise.

Financials:

- Participate in quarterly contract review meetings with Cadw, to include quarterly sales, financials, staff training, menu, suppliers, compliance, customer feedback and actions.
- Provide all required insurance documents applicable for the operation of the contract from commencement of the contract, annually, and as requested by Cadw.
- Provide management accounts on an open-book basis, to include, but not limited to, all costs, profit/loss and turnover on a quarterly basis and as requested by Cadw.
- Cadw will supply a till for the Pop-Up Kiosk which will be linked to the wider Cadw EPOS system, tracking transactions, average spend and turnover.
- The Operator will be liable for any loss of takings, if the Pop-Up Kiosk and/or Castle need to close for any reason, for example, due to utility services failure, equipment failure or adverse weather conditions etc.
- Cadw will not be liable to pay the Operator compensation to cover Pop-Up Kiosk staff wages, for example, due to any site building works, adverse weather conditions, equipment failure or site closure for any reason.

Adverse Weather Conditions and Gritting:

- The Operator will be responsible in adverse weather conditions to grit the external areas to include the steps, which are part of the Pop-Up Kiosk facility, with Cadw responsible for the wider site.

Refuse and Recycling:

- The Operator will be responsible for the management, recycling and/or disposal of all rubbish and waste material connected with the operation for the Pop-Up Kiosk, and in obtaining the necessary commercial waste licenses. The licenses are to be available on site, for inspection by the Client, or their representatives, and the Local Authority Environmental Health Officer.
- The Operator will be responsible for the purchase of additional litter and recycle bins in relation to any future increase in quantities of rubbish/waste material from the Pop-Up Kiosk catering facility. The successful Operator will be required to pay the cost for the daily, emptying of bins and removal of waste from site; this cost will be charged and reviewed annually by Cadw.

Cleaning, Cleaning Materials, Deep Cleans and COSHH:

- The Operator shall be responsible for the cleaning and tidying of **all** catering areas, public, servery and preparation, to include all equipment, tiling, flooring, walls, light fittings, counters, tables and chairs, menus and signage of the Pop-Up Kiosk.

- The Operator will be responsible to organise and arrange for an annual certified hygiene deep clean of the Pop-Up Kiosk catering facility. Record of dates and paperwork to be kept on site and to be available for inspection by Cadw or their representatives, and the Local Authority Environmental Health Officer.
- The Operator will be required to carry out an annual high level clean to the lights for the Pop-Up Kiosk, at least annually, if not more regular. Record of dates and paperwork to be kept on site and to be available for inspection by Cadw, or their representatives, and the Local Authority Environmental Health Officer.
- To supply all cleaning materials and equipment for both the Pop-Up Kiosk and to undertake staff training in connection with this, to meet all Food Hygiene, Health and Safety, and COSHH regulations.
- To store all cleaning materials for the Pop-Up Kiosk to meet COSHH compliance. <https://www.hse.gov.uk/coshh>
- To clean all windows and glass doors (internal and external sides) to the Pop-Up Kiosk facility.

#### Staff Uniforms:

- Ensure catering staff for the Pop-Up Kiosk, wear an appropriate uniform suitable for catering, and have name badges, identifying them as employees of the catering Operator. Cadw is to be consulted on the choice of uniform and their approval obtained, prior to purchase. All signage and uniform must be in line with Cadw branding on the site.

#### Accident Reporting:

- Any accidents by the Operator's staff, are to be recorded on the Cadw Accident reporting system, as soon as they occur.

#### Induction:

- The Operator to carry out an induction process for any new staff for the Pop-Up Kiosk and introduce them to the Cadw Head Custodian, Lead Custodians and Custodians.

#### Environmental statement

- Cadw is committed to minimising the effect of its day to day operations on the environment and the Operator will be encouraged to adopt a sound, pro-active, environmental approach, designed to minimise harm to the environment.

#### Compliance and PAT Testing and Fire:

- The Operator will be required and responsible for, arranging (with a recognised and qualified Pest Control contractor), management and payment of, a Pest Control Service contract, for quarterly visits to the Pop-Up Kiosk. Records of visits and outcomes by the Pest Control contractor are to be kept on site and to be made available to Cadw when requested.

Any advice by the Pest Control contractor is to be acted on, by the Operator.

- The Operator will be required and responsible for, arranging, (with a recognised and qualified Fire Safety contractor), management and payment of a Fire Equipment Service contract, for annual testing, to the Pop-Up Kiosk. Access/dates for this service work must be agreed in advance with the Head Custodian in reference to the impact, on the Castle site. Records of visits and outcomes by the Fire Safety contractor are to be kept on site and to be made available to Cadw when requested. Any advice by the Fire Safety contractor is to be acted on by the Operator.
- The Operator will also be required to undertake a Fire Risk Assessment for the Pop-Up Kiosk, to include a Fire Evacuation plan for the preparation and seating areas. This plan needs to be agreed with the landlord to form part of the overall FRA for Caernarfon Castle.
- The Operator will be responsible for arranging and payment, of annual PAT testing (with a recognised and qualified electrician) for all catering electrical equipment, within the overall Pop-Up Kiosk, as part of the contract.
- It is the Operator's responsibility and duty, to ensure these and all other compliance measures are taken and implemented to meet the legal requirement.

### **AWARD OF OCCUPATIONAL AGREEMENT EVALUATION:**

The successful operator will be identified from the Expressions of Interest received by the closing date and offered an occupational agreement on the basis of the following criteria, which are listed in order of importance including the weighting applicable to each criterion. The information provided by applicants for each *individual* criterion (within the Technical Evaluation Criteria) is to be limited to the number of words specified, any additional information provided above the word count will not be considered as part of the evaluation.

### **TECHNICAL EVALUATION CRITERIA.**

Provide a methodology of how you will manage the Caernarfon Castle, Pop-Up Kiosk catering operation. This should include how, drawing on your experience and expertise:

<ul style="list-style-type: none"> <li>You will meet <b><u>each</u></b> of the <b><u>Service Standard Requirements</u></b> as set out above in the 'Service Standard Requirements and Operator's Responsibilities' section, as part of this specification.</li> <li>You will deliver the <b><u>food service requirements</u></b> in terms of its suitability for a historic, Welsh World Heritage site with substantial visitor numbers, including details of proposed menu, suppliers and pricing strategy for the Kiosk.</li> <li>You will manage the Pop-Up Kiosk to ensure high, quality <b><u>food service and excellent customer service</u></b> are delivered consistently, all year round.</li> <li>You will measure <b><u>customer satisfaction</u></b> and use this feedback to improve customer service.</li> <li>Provide your proposed <b><u>staffing levels</u></b> (for peak and low season) and details of <b><u>key</u></b> personnel who will be responsible for the management and operational running, of the Pop-Up Kiosk.</li> <li>How you will meet <b><u>additional</u></b> demands on staffing, such as special events and evening events.</li> <li>How you will demonstrate you are a <b><u>local</u></b> and <b><u>independent</u></b> business.</li> <li>How you will undertake food hygiene, allergen, and all H&amp;S <b><u>staff training</u></b> and <b><u>induction</u></b>.</li> <li>You will manage the Pop-Up Kiosk to ensure all food hygiene, food safety, environmental, fire and health and safety, <b><u>compliance</u></b> requirements are met.</li> <li>You will undertake all <b><u>repairs, emergency call outs, replacing and service requirements</u></b> of the equipment for the Pop-Up Kiosk.</li> <li>You will meet the Welsh Language requirements for the Pop-Up Kiosk.</li> <li>How you will demonstrate an environmentally friendly business approach.</li> <li><b>Covid</b> safe systems of work and mitigating measures.</li> </ul>	<p><b><u>Weighting.</u></b></p> <p><b>50%</b></p> <p>(maximum 1500 words)</p>
<p><b><u>Fair Work Practices</u></b></p> <ul style="list-style-type: none"> <li>Welsh Government is a Living Wage employer. Please describe how you will ensure that all workers engaged in</li> </ul>	<p><b>5%</b></p> <p>(maximum 300 words)</p>



the delivery of this contract will be subject to fair work practices and receive fair payment.	
<b><u>Community Benefits</u></b>	<b>10%</b>
<ul style="list-style-type: none"> <li>How your operation can meet community benefits re 'The Operator' section of this specification.</li> </ul>	(maximum 300 words)
<b><u>Commercial Evaluation Criteria</u></b>	<b>35%</b>
<ul style="list-style-type: none"> <li>Annual rent to be paid; how commercially viable will this be for Cadw during the contract life.</li> </ul>	(maximum 350 words)

### **TIMETABLE OF EVENTS:**

Cadw has produced an indicative timetable of events that will ensure the evaluation is completed on schedule.

<b>Date</b>	<b>Milestones</b>
Issue of Expression of Interest notice	W/c 8th Feb, 2021.
Deadline for Requests to Attend the Viewing Day	10.03.2021.
Viewing Day	31.03.2021 (subject to Covid restrictions).
Deadline for Expressions of Interest to be received by Cadw	09.04. 2021.
Evaluation of bids	12.04.2021 – 30.04.2021.
Award of Occupational Agreement for the Pop-Up Kiosk	W/c 03.05.2021.
Agreement start date for the Pop-Up Kiosk	01.06.2021 (subject to Covid restrictions).
Proposed Agreement start date for Caffi Castell	Summer 2022.

## THE OCCUPATIONAL AGREEMENT:

- Term:** The first part of the occupational agreement for the Pop-Up Kiosk will start from June 2021, initially until June 2022 (Please note that an extension to the current planning permission is being applied for use beyond this date, and longer use is therefore subject to planning approval).
- The Caffi Castell catering facility is planned to open Summer 2022 and this will be able to form the second part of the occupational agreement, where from this point (subject to planning permission), the Operator will then run and manage both catering units, the Pop-Up Kiosk and Caffi Castell. The initial occupational agreement for Caffi Castell, will run for 3 years until 2025 and if the relationship between Cadw and the Operator proves successful, this will be able to be extended in line with normal Landlord and Tenant negotiations.
- Rent:** The prospective Operator is asked to tender a rent on a pounds per annum basis plus VAT. The rent is to be payable by Direct Debit monthly in advance. The rent for the first year will be based on the rent offered as part of the Expression of Interest process and the first rental payment will be due on the 1st day of the term.
- Rent reviews:** The rent will be payable for the first year with a review after this initial period carried out as part of the negotiations surrounding Caffi Castell / continuation of Pop-Up Kiosk use (subject to planning approval), and then in accordance with the terms of the agreement.
- Deposit:** The Operator will not be required to provide a deposit.
- Insurance:** The Client will insure the structure of the buildings with the Operator responsible for contents, fixed equipment, employee and third party insurance.
- Repairing Responsibilities:** The Operator will **repair and replace** all equipment as listed in the 'Cadw Service Standard Requirements and Operator Responsibilities' section, and in orange above, for the duration of the contract.
- The Operator is also responsible for the **servicing** of all equipment and infrastructure of the Pop-Up Kiosk, **emergency call outs** and for **all general maintenance**, to keep both equipment and the internal of the building in good repair.
- Sub Letting:** There will be no right to assign, sub-let or part with possession of the whole or any part of the premises.

**Outgoings:** The Operator will be responsible for all outgoings related to the property and their use such as Business Rates, Council Tax, water, electricity and utility charges.

**Notice Period:** The Operator will serve Cadw with no less than 6 months' notice if they wish to terminate their occupational agreement within the agreement period.  
The Operator must pay in full the rent due for the notice period even if they chooses to vacate the Premises beforehand, unless agreed otherwise in writing by Cadw.

**On Site Services:** The Operator will have access to the Castle visitor toilets for use by their staff together with ancillary spaces for storing of refuse. These will be detailed in the Occupational Agreement.

#### **APPLICATION PROCESS:**

**Requests to Attend Viewing Day:** **Deadline for Requests to Attend the Viewing Day: 12 noon Wednesday 10<sup>th</sup> March, 2021.**  
Requests to attend the Viewing Day must be received at Cadw Commercial Mailbox [cadwcommercial@gov.wales](mailto:cadwcommercial@gov.wales)  
Requests should be marked '**Request to Attend Pop-Up Kiosk Viewing Day**' and sent for the attention of Ruth Burrows, Cadw Commercial Manager. Requests to attend the Viewing Day are to include your full contact details, name, business name, position and business address.

**Viewing Day:** **Wednesday 31<sup>st</sup> March, 2021 (10am until 2pm) – subject to Covid restrictions.** Cadw staff will be available to provide access to the Pop-Up Kiosk. Note. Numbers and viewing time will be limited.

**Date for Receipt of Expressions of Interest:** **Deadline: 12 noon, Friday 9<sup>th</sup> April, 2021.**  
Completed applications must be received at: Cadw Commercial Mailbox [cadwcommercial@gov.wales](mailto:cadwcommercial@gov.wales)  
Applications should be marked, '**Pop-Up Kiosk Application, Private and Confidential**' and sent for the attention of: Ruth Burrows, Cadw Commercial Manager.

The application must bear the applicant's signature, certifying that the information given is correct with applicants looking to include estimated sales, budgets and cash-flows for the first three years.

Prospective Operator's should include information in reference to their qualifications, relevant experience and business plan for the Pop-Up Kiosk.

Applicants should also include information as to the assets they will be bringing to the business, along with income and sources of capital available for investment.

Cadw wishes to ensure that operators have the necessary financial standing and resources to meet their obligations throughout the duration of this contract. This may include (where appropriate) considering your level of existing work commitments and the potential impact on resources that awarding a contract would have. In deciding to tender for a contract, you should also be aware and take in consideration the risks of becoming over-reliant on Cadw's business, or indeed that of any customer. In doing so, you should take into account earnings from any other work undertaken for Cadw as well as potential earnings from this contract

Cadw will not give any indication of anticipated rent from year 2, with applicants advised to ensure that the rent entered on the application reflects the business elements of the first year use of the Pop-up only.

The proposed rent must be a specific sum. VAT will be charged on the rent to be paid.

Applicants may use a professional agent to assist in the preparation of their application, but this should be declared and applicants should be absolutely certain that they know and agree with what is written.

**Cadw reserves the right not to accept the highest or indeed any Expression of Interest received.**

Selection  
Process:

All applications received on or before the Expression of Interest deadline will be considered and a shortlist prepared.

Those short listed will be asked to attend an interview. Due to covid restrictions, interviews will be held virtually, via Microsoft Teams with invites to join, sent electronically in advance of the interview date.

The interview panel will include Zara Cottle, Cadw Senior Commercial Manager, Ruth Burrows, Cadw Commercial Manager, Hannah Litherland, Cadw Lead Custodian, Caernarfon Castle; Emyr John, Cadw Senior Estates Surveyor, Clive Jones, Cadw Facilities Manager. A further shortlist may then be prepared and a second interview may follow. Following the selection of the successful applicant negotiations

will take place to agree the final content of the Commercial Tenancy agreement which will be initially drafted by Welsh Governments legal representatives.

**To note:**

It should be noted, these particulars are for guidance purposes only and are only intended to give a summary of the Pop-Up Kiosk and does not constitute part of an offer or contract. All persons view the property entirely at their own risk and Cadw will accept no liability for loss, damage or injury howsoever caused. All descriptions, dimensions, images etc. contained in this document and/or given through discussions with Cadw are given as indications without responsibility and any interested parties should not rely on them as statements or representations of fact, but must satisfy themselves by inspection or otherwise as to the correctness of each of them. Cadw reserves the right not to accept any expression of interest received and does not bind itself to accepting the highest financial offer. Prospective Operators are encouraged to make their own enquiries in respect of any necessary planning requirements for the intended use.

**Cadw reserves the right of not having to accept any offer received for the Pop-Up Kiosk.**

**All offers must be sent to [cadwcommercial@gov.wales](mailto:cadwcommercial@gov.wales) to be received not later than 12 noon on Friday 9<sup>th</sup> April, 2021.**

Also, please visit our website <https://cadw.gov.wales/>



**ENDS.**