



CADW: TRETOWER COURT and CASTLE

**EXPRESSIONS OF INTEREST INVITED
FROM POTENTIAL OPERATORS
FOR
THE NEW CAFÉ WITHIN THE CONVERTED TRETOWER
BARN, VISITOR CENTRE.
3 YEAR AGREEMENT FROM OCT, 2021.**



INTRODUCTION:

So striking was the massive circular tower built by Roger Picard II that his castle became known as Tretower – or ‘the place of the tower’.

Over two centuries, from about 1100, the Picards transformed themselves from invading Norman adventurers to powerful Welsh lords.

This monumental tower with four storeys and stone walls nine feet thick wasn't merely for protection. It was social climbing made visible, an open imitation of the castles at Pembroke and Skenfrith.

It would be remarkable enough on its own but Tretower is two wonders in one. Just across the castle green lies an entire medieval court that became a byword for magnificence.

It was the creation of Sir Roger Vaughan and his descendants. During the Wars of the Roses, Sir Roger became one of the most powerful men in Wales – and Tretower reflected his fame.

Current investment at Tretower includes the provision of a new café operation as part of the Grade II listed barn conversion works for Tretower Court and Castle. The necessary consents have been secured and this major conservation project is already underway. The Tretower Court and Castle Project is to include a new visitor reception with enhanced visitor entrance, retail, exhibition space, visitor toilets and a lift and staircase to the upper first floor of the barn, which is where a new café and servery, is being built and fitted out, with completion due in October, 2021.

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' historic places 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 monuments throughout Wales. Included in the estate is Tretower Court and Castle, situated in the town of Crickhowell in southeastern Powys, near Abergavenny, and lies in the historic county of Brecknockshire.

<https://cadw.gov.wales/visit/places-to-visit/tretower-court-and-castle>

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

LOCATION:

Crickhowell is a picturesque town nestling in the beautiful Usk Valley and lying to the south of the Black Mountains, the eastern range of the Brecon Beacons National Park.

ADDRESS: Tretower Court and Castle, Tretower, Crickhowell, NP8 1RF.

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

Road

Signposted in Tretower village, off A479 5km/3mls North West of Crickhowell.

Rail

18km/11mls Abergavenny, Manchester/Liverpool-Abergavenny/Cardiff

Bus

400mtrs/430yards, route no.X43, Brecon-Abergavenny

Bike

NCN Route No.8 (8km/5mls).

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 at Tretower Court and Castle. Tretower Cafe is currently under construction within the Grade II listed barn, at Tretower Court and Castle and it is hoped that from October, 2021 this will be run by a third party operator, selected, following this Expression of Interest process.

Cadw seeks to secure a professional catering operator, experienced in the operational demands of running a café/restaurant operation. The operator will provide a quality, all year round, attractive, catering offer for Tretower Cafe to enable a friendly, fast and efficient customer service for our visitors to Tretower Court and 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 Tretower Court and 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 initial occupational agreement for Tretower Café will run for 3 years from October, 2021 until October, 2024 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.

'In relation to Tretower Cafe, it is hoped that the occupational agreement will commence from October 2021, and an annual base licence fee to be paid to Cadw is expected to be circa £6k for Tretower Café. In recognition of the demands of establishing a new operation, the annual base licence fee will be a fixed £4K for year 1 (October 2021- October 2022). The licence fee will be collected monthly in advance. From year 3, a Turnover rent Provision equal to 10% of Tretower café

sales over £120,000 will also be paid to the Client in addition to the base rental figure, subject to a review of sales for years 1 and 2.

All utility charges, including water and electricity, used by Tretower Café, will be the direct responsibility of the Operator.

The successful operator will be required to agree and sign an appropriate occupational agreement before occupation of Tretower Café 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 Tretower Cafe shall be a self-contained, stand alone, catering unit, situated on the first floor of Tretower Barn (and having sole use of this floor space), providing light refreshment facilities with internal and outside seating. Tretower Café is not situated within the pay barrier of this Cadw site and can operate as a separate entity, when Tretower Court and Castle is not open to visitors. Whilst Tretower Café is to be open in conjunction with Tretower Court and Castle's opening times, (10am – 5pm, Mar – end of Oct and 10am – 4pm Nov – end of Feb) there is the added flexibility of being able to open 7 days a week in the Winter months, Nov – end of February (when Tretower Court and Castle currently opens 3 days a week). Tretower Court and Castle is licensed and the opening hours for the café, may be amended for evening trade, subject to agreement with Cadw and the consent of the planning and licencing authorities. Tretower Cafe 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 Tretower Cafe 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 Tretower Café and/or the Court and 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 Tretower Cafe staff wages, for example, due to any site building works, adverse weather conditions and equipment failure or site closure for any reason.

There is public access to Tretower Cafe, when Tretower Court and Castle is closed and the Café can operate independently of the site's opening and closing times (note, evening opening is subject to planning permission). 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.



Tretower Barn before restoration project began.

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 Tretower Court and Castle includes the provision of a new cafe, which is due for completion in October, 2021, with the aim to provide a real and substantial opportunity, preferably for a local, independent, business.

THE OPERATOR:

Cadw views the use of the catering facilities within Tretower Court and 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 is 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 1st Oct, 2021, Cadw reserves the right to approach the second preferred occupier to negotiate terms and secure an occupational agreement.

Tretower Cafe:

Tretower Cafe will be fully equipped to deliver an eat-in and takeaway offer, with internal seating area giving 30 covers to the first floor of Tretower Barn and an external seating area (space for approximately 20 covers), which is situated at ground floor level, adjacent to the Grade II Listed Barn, within the grounds of Tretower Court, in a prominent and highly visible visitor location, surrounded by the stunning beauty of Tretower and the surrounding area.



Tretower Barn

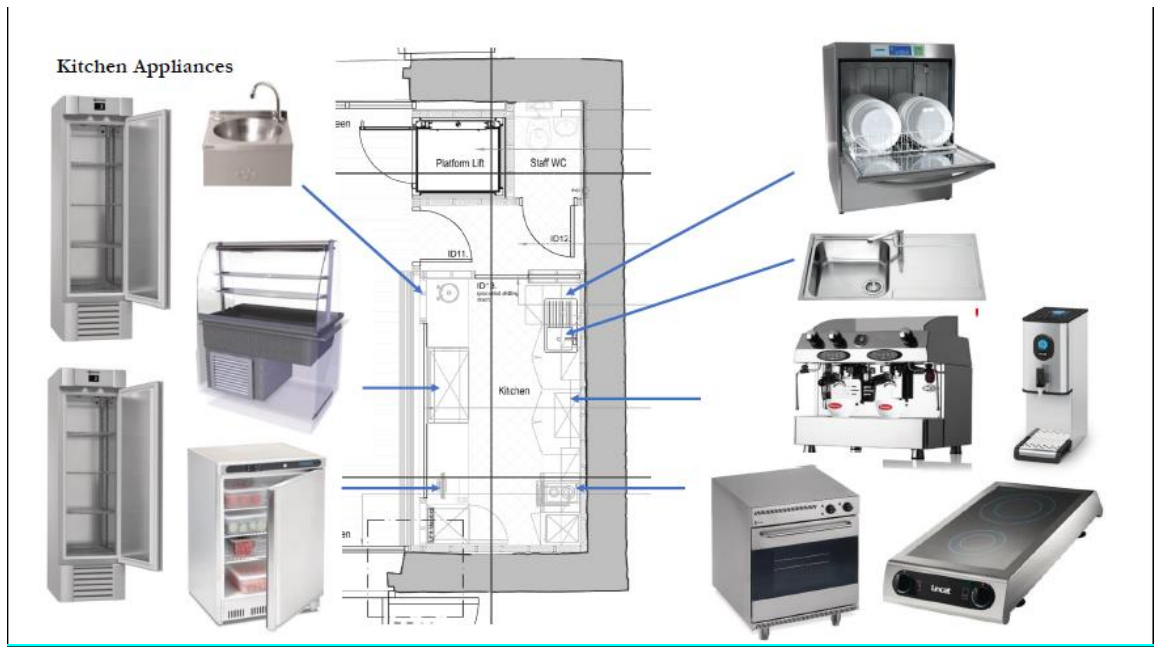
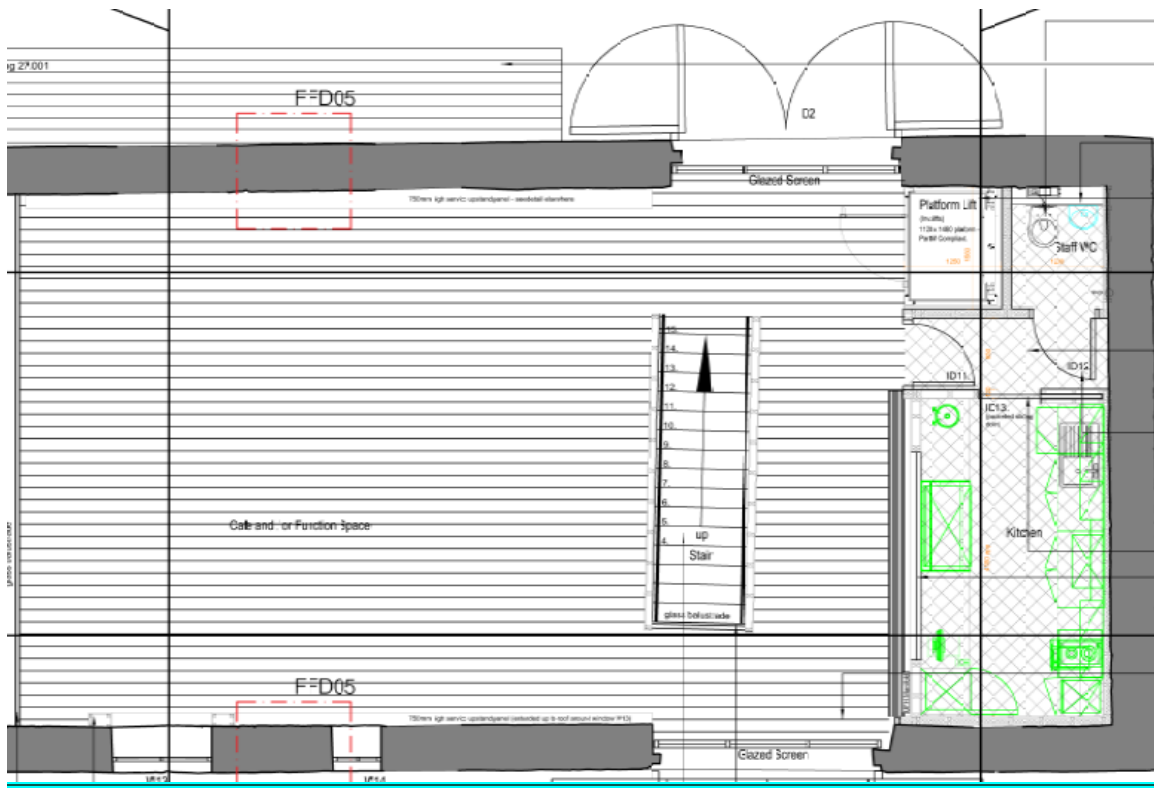
Tretower Cafe unit to the first floor of Tretower barn, situated on the first floor and accessible via stairs or lift, will consist of an internal area of 85.6 m² (including the the kitchen which is 13.6 m².) with an additional external seating area of some 58m².

TRETOWER CAFÉ SEATING CAPACITIES: INTERNAL SEATING AREA - 72m²

This area consists of 72m² with 30 covers.

TRETOWER CAFÉ EXTERNAL SEATING AREA - 58m²

This outside space provides an additional 20 covers, (with external water tap and power supply), which can be used in good weather.



Proposed layout plan for Tretower Café (subject to final amendments).



Tretower Cafe will benefit from mains electricity and water supply and private drainage.

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

Equipment:

216mm Deep Stainless Steel Drainer and Bowl.

Counter Worktops.

Steel Shutter.

Design Line Cold Multi Level Deli Display Unit 1175mm.

Insect Exterminator.

Lighting and Light Fittings.

Polar Under Counter 150L Refrigerator.

Gram Eco Midi 1 Door, 407L Cabinet Fridge.

Gram Eco Midi 1 Door, 407L Cabinet Freezer

Francino Contempo Coffee Machine CON2E.

Coffee Grinder and Coffee Knock-Out Box.

Lincat EB6FX hot water boiler.

Under Counter Oven, Parry Paragon 600 Series Electric Oven.

Quest 35840 Benross Digital Induction Hob Hot Plate.

Under Counter Dishwasher Winterhalter UC-LE.

Tables and Chairs (x30).

Tables and Chairs (x 20) for the outside seating area.

COSSH Cabinet.

**Stainless Steel Handrinse Basin Basix Stainless Steel Knee Operated Hand
Rinse Basin 195x300x320mm With Upstand and Tap.**

Perspex Screens (re covid to counter).

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 **Tretower Café and for all general internal maintenance, to keep both the equipment and the building in good repair.**



Tretower Court and Castle Aerial View.

VISITOR NUMBERS FOR TRETOWER COURT AND CASTLE:

A total of 12,848 visitors to Tretower Court and Castle for FY April 2019 – end of March 2020, split monthly as follows:

April 19	1,505
May 19	1,481
June 19	1,327
July 19	1,850
Aug 19	2,691
Sept 19	1,496
Oct 19	847
Nov 19	335
Dec 19	325
Jan 20	270
Feb 20	275
Mar 20 (covid/lockdown)	80
Total:	12,848

OPENING TIMES 2019/2020:

1 March – 31 October:

Open Daily: 10am- 5pm.

1 November – 28 February:

Open: Friday, Saturday and Sunday 10am–4pm

Closed Monday–Thursday

Closed 24th, 25th 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 Tretower Café catering unit at Tretower Court and Castle:

- To provide a year round, high quality, efficient and effective catering service, to meet the visitor number demand, as appropriate, for a renowned Heritage Site. To complement and enhance the visitor experience and add to an overall enjoyable visit, for our visitors (currently circa 13K 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 Tretower Court and 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 Tretower Café to provide a daily, fast turnaround, catering offer, to include snacks, sandwiches, cakes and tray bakes incorporating Welsh delicacies such as Bara Brith and Welsh Cakes and a variety of hot and cold beverages. 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 visitors to Tretower Court and 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 Tretower Cafe: 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:

- As a minimum, Tretower Café, to open and close in line with Tretower Court and Castle's opening times and to adjust accordingly, if Tretower Court and 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. NB. There is the opportunity for the Operator to open the café 7 days a week in the Winter months (Nov – end Feb), when Tretower Court and Castle is open to visitors for 3 days a week.
- Tretower Cafe 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 Tretower Café 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 Tretower Cafe. 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 Tretower Cafe, 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 Tretower Cafe facilities i.e. walls, floor and flooring, doors, roof and ceiling of the Café and that of the outside seating area i.e. stone paving/ gravel??
- The Operator will **repair and replace** the following **equipment** (but not exclusive) for the execution of the contract for Tretower Cafe: cupboard and drawer base units, sink, taps and drainer with splashback, counter worktops, servery and roller shutter, insect exterminator, under counter refrigerator, upright freezer, upright fridge, refrigerated display unit, under counter oven, induction hob, Francino Contempo coffee and machine, coffee grinder, coffee knock out box, tables and chairs (x30), hand sink, taps and splashback, bins, COSSH Cabinet, extraction, lights and light fittings, perspex screens (re covid to counter), 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 Tretower Cafe. For Tretower Cafe, this includes (but not exclusive), insect exterminator, roller shutter, insect exterminator, under counter refrigerator, upright freezer, upright fridge, refrigerated display unit, under counter oven, induction hob, Francino Contempo coffee and machine, coffee grinder, coffee knock out box, extraction, 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 Tretower Café, for example, such as blocked pipes, leaking pipes, tripped electrical supplies and extraction malfunctions.
- Day to day care of the flooring to Tretower Cafe, 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 Court and 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 Tretower Café, which will be linked to the wider Cadw EPOS system, tracking transactions, average spend and turnover. NB. The Operator will be responsible for providing their own PDQ card machine.
- The Operator will be liable for any loss of takings, if Tretower Café and/or Court and 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 Tretower Cafe 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 external seating area, which is part of the Tretower Café 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 Tretower Cafe, 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 Tretower Café 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 Tretower Cafe.
- The Operator will be responsible to organise and arrange for an annual certified hygiene deep clean of the Tretower Cafe 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 Tretower Cafe, 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 Tretower Cafe 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 Tretower Café, to meet COSHH compliance. <https://www.hse.gov.uk/coshh>
- To clean all windows and glass doors (internal and external sides) to the Tretower Café facility.

Staff Uniforms:

- Ensure catering staff for Tretower Cafe, 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 Tretower Cafe 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 Tretower Cafe. 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, for Tretower Cafe. Access/dates for this service work must be agreed in advance with the Head Custodian in reference to the impact, on the Court and 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 Tretower Cafe, 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 Tretower Court and 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 Tretower Cafe, 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.

EXPRESSION OF INTEREST PROCESS: TECHNICAL EVALUATION CRITERIA.

Please provide a methodology of how you will manage Tretower Court and Castle, Cafe catering operation. This should include how, drawing on your experience and expertise:

<ul style="list-style-type: none"> • You will meet <u>each</u> of the <u>Service Standard Requirements</u> as set out above in the 'Service Standard Requirements and Operator's Responsibilities' section, as part of this specification. • You will deliver the <u>food service requirements</u> 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 Café. <ul style="list-style-type: none"> • You will manage Tretower Café to ensure high, quality <u>food service and excellent customer service</u> are delivered consistently, all year round. • You will measure <u>customer satisfaction</u> and use this feedback to improve customer service. • Provide your proposed <u>staffing levels</u> (for peak and low season) and details of <u>key</u> personnel who will be responsible for the management and operational running, of Tretower Cafe. • How you will meet <u>additional</u> demands on staffing, such as special events and evening events. • How you will demonstrate you are a <u>local</u> and <u>independent</u> business. • How you will undertake food hygiene, allergen, and all H&S <u>staff training</u> and <u>induction</u>. • You will manage Tretower Cafe to ensure all food hygiene, food safety, environmental, fire and health and safety, <u>compliance</u> requirements are met. • You will undertake all <u>repairs, emergency call outs, replacing and service requirements</u> of the equipment for Tretower Cafe. • You will meet the Welsh Language requirements for Tretower Cafe. • How you will demonstrate an environmentally friendly business approach. 	<p><u>Weighting.</u></p> <p>50%</p> <p>(maximum 2000 words)</p>
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<ul style="list-style-type: none"> • Covid safe systems of work and mitigating measures. 	
<u>Fair Work Practices</u> <ul style="list-style-type: none"> • Welsh Government is a Living Wage employer. Please describe how you will ensure that all workers engaged in the delivery of this contract will be subject to fair work practices and receive fair payment. 	5% (maximum 450 words)
<u>Community Benefits</u> <ul style="list-style-type: none"> • How your operation can meet community benefits re 'The Operator' section of this specification. 	10% (maximum 450 words)
<u>Commercial Evaluation Criteria</u> <ul style="list-style-type: none"> • Annual rent to be paid; demonstrate how viable the rent levels of £5-7k will be covered against predicted sales and existing financial standing. 	35% (maximum 750 words)

TIMETABLE OF EVENTS:

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

Date	Milestones
Issue of Expression of Interest Notice	W/c 28 th June, 2021
Deadline for Requests to Attend the Viewing Day	15 th July, 2021.
Viewing Day	22 nd July, 2021 (subject to project work and Covid restrictions).
Deadline for Expressions of Interest to be received by Cadw	12 noon, 29 th July, 2021.
Interviews	Weds 11 th Aug, 2021 (subject to covid restrictions).
Evaluation of bids	12 th Aug – 5 th Sept, 2021.
Award of Occupational Agreement for Tretower Cafe	W/c 6 th Sept, 2021.
Agreement start date for Tretower Cafe	Oct, 2021 (subject to project completion and Covid restrictions).

THE OCCUPATIONAL AGREEMENT:

- Term:** The first part of the occupational agreement for Tretower Cafe will start from October 2021. The initial occupational agreement for Tretower Cafe, will run for 3 years until 2024 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 from year 2, 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.
- After year 2 a **Turnover rent Provision** equal to 10% of Tretower café sales over £120,000 will also be paid to the Client in addition to the base rental figure, when sales over this figure are achieved, subject to review of sales for year 1 and 2.*
- 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 Tretower Cafe, **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 outgoing 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 a staff toilet 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: 15th July, 2021.**
Requests to attend the Viewing Day must be received at Cadw Commercial Mailbox cadwcommercial@gov.wales
Requests should be marked '**Request to Attend Tretower Cafe 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: **22nd July, 2021 (10am until 2pm) – subject to Covid restrictions.**
Cadw staff will be available to provide access to the site for Tretower Cafe. **NB.** Numbers and viewing time will be limited. Build and fit-out work for the new Café will be taking place and the Café will not be completed until October, 2021.

Date for Receipt of Expressions of Interest: **Deadline: 12 noon, Thurs, 29th July, 2021.**
Completed applications must be received at: Cadw Commercial Mailbox cadwcommercial@gov.wales
Applications should be marked, '**Tretower Café 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 Tretower Café and to include their CV as part of their application.**

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 and it should be noted that **financial checks** of your existing business will be undertaken as part of the Expression of Interest process. In addition, this may also 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.

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 shortlisted will be asked to attend an interview. Interviews will be held on site-with invites to join, sent in advance of the interview date.

The interview panel will include Zara Cottle, Cadw Senior Commercial Manager, Ruth Burrows, Cadw Commercial Manager, Ian Andrews, Cadw Head Custodian, Tretower Court and Castle, Nathan Wilcox, Cadw Facilities Manager. A further shortlist may then be prepared and a second interview may follow.

Following the selection of the successful applicant, financial checks of your existing business will be undertaken and 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 Tretower Café 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 Tretower Café.

All offers must be sent to cadwcommercial@gov.wales to be received not later than 12noon on Thurs, 29th July, 2021.

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

ENDS.