

Causeway Coast and Glens Borough Council

To: Leisure & Development Committee

Appointment of Franchisee for Benone Bistro Catering Services

14th April 2015

For Decision

9.0 Report to Committee

Linkage to Interim Corporate Plan	
Strategic Themes	Prosperity.
Lead Officer	Richard Baker - Director of Leisure & Development Eileen Magee - Culture, Arts and Tourism Manager
Cost: (If applicable)	N/A

The purpose of this report is to seek approval from Members to appoint the selected franchisee for the bistro at Benone.

9.1 Background

Funding was secured from Tourism Northern Ireland for the development of an events delivery area with bistro restaurant, together with a number of other facilities at Benone. Expressions of Interest and tender submissions were advertised for the Provision of Catering Services within the new Bistro restaurant with a closing date of 31 March 2015. One Tender submission was returned by the closing date. This tender was assessed against the criteria contained in the enclosed document (Appendix 1) by a panel of officers from the Tourism and Environmental Health Departments. The Franchise offer is £3500 per annum with the Franchisee being responsible for all electricity and gas costs.

9.2 Recommendation

It is recommended that the Franchise for the provision of Catering Services be awarded to Mr Paul Craig, (subject to confirmation of acceptance of conditions) for an initial period of 18 months with an option to renew for a further five years, based on satisfactory delivery of the service in the initial franchise period. The initial franchise offer of £3500 will be subject to annual review.

Catering Services – Expression of Interest

The following document provides you with an overview of the Expression of Interest process. Having read this document thoroughly, operators interested in providing the catering services are asked to formally register their interest by emailing margaret.clark@causewaycoastandglens.gov.uk **12 noon on Wednesday 25 March 2015.**

1. Background

- (a) Limavady Borough Council is in the process of enhancing its flagship tourism centre at Benone, Limavady. The Council recognises the need in taking such new opportunities forward that it is their responsibility where possible to reflect and support other cross cutting strategies and initiatives such as DETI Draft Tourism Strategy, the Food Hygiene Rating Scheme and the Healthy Eating Initiative. The redevelopment project has a number of key objectives which align it to the Council's corporate position, all of which supports the need to develop a flagship facility to promote wellbeing and facilities for leisure time and enjoyment for residents and visitors to the area. The Council is therefore considering options for new activities as part of the overall enhancement of the facility. The Council is keen to explore tenancy and joint promotional opportunities at the facility.
- (b) Benone is owned and managed by Limavady Borough Council and following the Local Government Reform process on 1 April 2015 management will transfer to Causeway Coast and Glens District Council. Numerous visitors have passed through its doors to date and it has been one of the main leisure facilities and tourist attractions in Northern Ireland since its opening in 1984. In 2014, the Centre recorded over 100,000 staying and day visitors and in excess of 250,000 visitors to the adjacent Blue Flag Beach.
- (c) Benone is an important service provider in the local area and across the Causeway Coast and Glens region.
- (d) The new Causeway Coast and Glens District Council area will host a range of further facilities which may be considered for inclusion of a similar arrangement at a later stage.

(e) It is expected that the enhancement project will be complete by 31 March 2015 with the Bistro/events area available for occupation by May 2015 or earlier. Facilities at Benone include:-

9 hole Par 3 Golf Course

2 Outdoor Splash Pools

Golf Practice Range

Putting

Tennis

Crazy Golf

Kiddies Play Zones

100 Caravan and Camping Sites

6 Camping Lodges

New Bistro/Events delivery facility

(f) Vending (soft drinks, snacks and coffee/tea etc) and ice-cream within the main building is currently operated in-house. The Council would wish to retain control of this operation but would be amenable to discussions regarding the proximity of additional vending machines to the catering outlet.

2. Aim

The Council has in the past delivered catering as a franchise and wishes to continue to do so in the future. The aim of this document is to provide an overview of expectation and is in no form to be considered binding upon the Council.

3. Objectives

The Council has 3 prime objectives with regard to this exercise.

- (a) To provide a catering service which will complement the other facilities and services contained within the building.
- (b) To provide a financial return on its capital investment in the facility

- (c) To appoint a tenant and promotional partner capable of delivering a catering service to meet the needs of the facility, on behalf of the Council. The successful applicant will be expected to provide crockery and utensils and provide the catering services.

4. Catering Offer

To provide a public catering service a minimum of 7 days per week from April to September including Public Holidays between the hours of 9.00am and 7.00pm and each weekend from October to March between the hours of 9am and 4pm. Additional weekday and late evening opening is encouraged both in high season and low season to facilitate events.

The Council wishes to offer the following catering options within the new facility on an all year round basis.

1. Quality Coffee/Tea and Accompaniments

The Council foresees a demand for a quality sit in / carry out coffee / tea service

2. Healthy Food Options

Healthy food options must be included within the menu with the ability to cater for dietary requirements eg low fat, vegetarians, celiac, gluten free

3. Walk in Service

- No advance notice
- Primarily fast service food and eaten in the café area
- Served all day, but peak periods being post school, evening and weekends

4. Children's Parties

- Generally booked in advance and served following an activity with the Centre
- Primarily 'fast food' style meals but with the ability to cater for healthy option menus
- Parents generally want to know the cost of adding catering when booking a party activity and therefore optional fixed price menus must be available

5. Functions

- Requests to cater for larger functions in a function/conference room
- This can range from 3 course sit down meal to finger buffet food
- No peak period identified.
- Additional functions may necessitate fast food and barbeque style food to be served outdoors.

6. Tea/Coffee at Meetings

- Facilities are hired out to external groups who may request tea/coffee serviced with biscuits or scones pre/during/post meeting.
- The Council would be keen to see a catering service which promotes the use of local produce.

5. **Process**

It is the Council's preference to have one operator providing all of the catering services in the new facility. The process to be followed will be:

- (a) Expressions of Interest. Interested parties are asked to register their interest by emailing margaret.clark@causewaycoastandglens.gov.uk by **12 noon on Wednesday 25 March 2015**.
- (b) Interested parties who are registering an Expression of Interest may request a prior site visit to Benone. This can be arranged by contacting 028 777 50555
- (c) Interested parties will then be given until **12 noon Tuesday 31 March 2015** to submit their commercial proposal/business plan, addressing the points at Section 4 Catering Offer and in sufficient detail to enable the Council to assess your submission using the scoring matrix at paragraph 6. **The Franchise offer, experience and qualifications of relevant staff to be employed must also be included with this business proposal** This should be posted to Limavady Borough Council, 7 Connell Street, Limavady, BT49 OHA and marked "Expression of Interest Benone Bistro".
 - The Council cannot accept responsibility for postal or delivery delays.
 - The Council does not bind itself to accept an Expression of Interest received.

- (d) Assessment of the proposals.
- (e) Clarifications – if necessary.
- (f) Final recommendation.
- (g) Recommendations will be presented to Council in April 2015.
- (h) Notification will follow the decision of Council.

6. Scoring Matrix. The submissions will be evaluated by the following scoring matrix:

- (a) Commercial proposal/business plan including menu options and prices 50%
 - a. The submission that contains the most comprehensive commercial proposal that addresses all of Council's requirements, as stated above, while offering the widest range of menu options and best prices will be awarded full marks for this section. All other bids will receive a lower score based upon the benchmark set by the best bid received.
- (b) Relevant experiences and qualifications 25%

It is essential that the applicant or staff to be employed hold CIEH Level 2 health and hygiene qualifications or equivalent and desirable that applicants hold or will employ staff with previous experience of catering in a commercial or community environment.
- (c) Franchise amount offered 25%
 - a. The submission that offers the largest franchise amount will be awarded full marks for this section. All other submissions will be awarded a lower mark relevant to the amount offered for the franchise.

7. Standing Costs

The successful applicant will be responsible for the following (list is not exhaustive):

- (a) Public Liability Insurance - £5 million
- (b) Employers Liability Insurance - £10 million
- (c) Utility costs ie, electricity and gas
- (d) Maintenance and repair of the demised areas and site curtilage
- (e) Waste disposal

8. Agreement. A legal agreement will be drawn up by the Council's solicitors and issued to the successful franchisee. The term of the agreement will be for a period of 18 months with an option to renew for a further 5 years, based on satisfactory delivery of the service in the initial franchise period.

9. Further Information

Further information on the project can be obtained by contacting:

Margaret Clark

Warden

53 Benone Avenue

Magilligan

Limavady

margaret.clark@causewaycoastandglens.gov.uk

Tel No 028 777 50555