



Catering Tender, Marsh Farm Futures – Futures House

1. Background

Marsh Farm Futures (MFF) is an award-winning charity which manages and operates Futures House: <https://marshfarmfutures.co.uk/> The state-of-the-art Futures House, located in Marsh Farm, North Luton, is a bespoke building, with a gross internal area of 48,000 square feet. As a vibrant, sustainable, and innovatively designed community “hub”, Futures House provides enhanced local public services, including Bedfordshire Police and community services, as well as providing quality space and support for business enterprise, a commercial play park and other health and leisure activities including community halls and a cafe. We also have several organisations and groups who offer their services from here, including Over 50s Club, Food Bank and a pre-school nursery. In addition to the above, space is provided within Futures House to support the growth of small and medium sized enterprises, community-based businesses and three large retail units. MFF are now looking to select a suitable caterer for the centre. The caterer will be able to facilitate both a quality café offers along with a licensed community bar and evening events. We are seeking an experienced operator to deliver an excellent catering service situated within the facility which currently lacks enough opportunities for the residents to come together or support local people. This is an opportunity for a caterer to be involved in this incredible community asset, to develop a new offer and transform the space that is available. We are seeking an enthusiastic and experienced operator who can maximise the potential of the building and further develop the café into a thriving and much needed community space. We are particularly interested in hearing from established businesses who can demonstrate a commitment to working in partnership with local stakeholders to create a community hub, hosting and offering opportunities for local people.

2. The Opportunity

Marsh Farm Futures (MFF) is excited to invite Expressions of Interest (EOI) from established businesses to take on the management and running of the Futures House café for a minimum term of 3 years. MFF is looking for a tenant with the passion and vision to transform the space into a welcoming cafe providing a six to seven day a week food and beverage offer. MFF are also interested to hear from café operators who are interested in working with community organisation/s to support and host events with the intention of creating a community and increasing footfall to the centre. As a minimum the café should be:

- An active and vibrant café, open six to seven days a week, with opening hours that reflect the use of the play park by the community and with a good quality, well-staffed, reliable, and affordable food and beverage offer that falls in line with the Healthier Catering Commitment <https://healthiercateringcommitment.co.uk/>
- An ability to offer activities and events which engage with the community.
- A partner running the café which has the right corporate and finance governance in place to give MFF the comfort of appropriate lease management and rental payment

This tender is an opportunity to run a busy cafe and licensed premises with outside areas and potential for external bar and eating options.

- The contract, a minimum of three years with an option to extend for another two years, is due to commence on 1st December 2024.

3. What we are offering

- A facility that is in the heart of a community
- A ready-made community on your doorstep
- Support with marketing through our website, social media, and regular newsletters
- Fully equipped kitchen including a suppression system
- An established customer base.
- An experienced centre staff team and leadership team

4. Location

Located in Marsh Farm, North Luton, the estate takes its name from the farm that owned much of the land that eventually became the estate.

5. Café Space

The existing café is within Futures House and, includes toilets, a fully equipped kitchen, sinks, work surfaces and storage areas with lighting both internal and external. The café serves both the play park and the centre from the kitchen. We are looking to appoint an enthusiastic café operator to bring the space to life creating a thriving café for the community.

6. Rent

We invite proposals from applicants to lease the internal premises. We are suggesting a minimum of £12,000 per year, excluding all direct bills and services to the catering operation and including a profit share on net sales. For the avoidance of doubt the licensee will be responsible for the utilities and 2% of the annual building service charge, (the catering facility occupies 4.21% of the space in Futures House).

7. Applicant skills and experience

Essential applicant skills / experience:

- Previous experience of managing cafes / restaurants
- Certificates demonstrating qualifications in food hygiene and food preparation
- Two references

Desirable applicant skills / experience:

- Previous experience and skills in engaging a diverse range of local stakeholders.
- Previous experience of working with a range of not-for-profit organisations or constituted community groups, individuals, and/or social enterprises to programme a variety of events in a community setting.
- The passion and vision to transform the café into a much needed and welcoming community hub.

8. Aspirations

We are keen to hear from interested parties who can demonstrate a willingness to commit to the following standards, especially if the applicant can already provide evidence of working in similar ways. The café operator should:

- Create a unique resource at Futures House, providing an affordable, refreshed food and beverage offer.

- Work with MFF to identify and share new opportunities to help develop the café further.
- Where possible, promote locally sourced food and beverage operators.
- Engage the local residential population and businesses in the café, we expect this to be organic and grow as interest in the café space develops.
- Increase the footfall to Futures House.
- Present a long term commercially viable offer.
- Inspire residents and visitors to become more actively involved in the centre

9. Operating Conditions

We anticipate that the cafe will be open six to seven days a week. The Operator will be responsible for supplying the necessary systems to enable cash flow to be managed appropriately in a way which is auditable. The licensee will be responsible for the safe and secure handling of any cash held by it on the premises and offer a free contactless payment system. The Operator will be responsible for their own insurance and liabilities, including public liability Insurance - £10m (minimum) Employer's liability insurance - £5m (minimum) Business insurance - £5m (minimum) The cafe has been operating with the following staffing levels. One full-time Cook at 35 hours per week (recently relocated to Scotland), One part-time cook at 21 hours per week (due to go on maternity leave in October) and support from a leisure team manager, on a shift basis.

10. Marketing and Branding

Any programmed activities can be included in the MFF newsletter. Any branding by the operator will need to be agreed, in advance with MFF. The installation of signage will require consent.

11. Key Dates

Key Milestones	Dates
Publish Tender Opportunity	03.10.2024
Site visits and Q&A session at the cafe	16 th - 17 th .10.2024
Deadline for EOI	31.10.2024
Presentation/interviews	w.c 4 th November 2024
Successful applicant notified and inception meeting	11.11.2024
Contract drafted, agreed, and signed	15.11.2024
Tender starts	01.12.2024

12. Submission requirements

MFF is aware there may be several approaches to financial arrangements and is open to suggestions. However, all arrangements need to consider the following:

- A minimum term of three years, with the option to extend for a further two years.
- Annual review of performance against agreed KPIs.
- Provide tea/coffee/refreshments for MFF Board and organisation-wide meetings at a cost to the trust (circa 6 meetings per year).
- A staff discount on agreed menu items.
- Both parties agree to a six-month notice period, after the initial three years, if either party wish to terminate the agreement.

Please submit a brief written response that sets out a plan to deliver the aims of the brief and the financial factors. Also include the following:

- A sample menu, along with prices and potential seasonal additions, e.g. for Christmas.
Organisational plan that outlines the staff that will deliver and support the café operation.
Proposed targets and KPIs; including a schedule/approach for monitoring performance.
- The tender response should be no longer than 4 x A4 pages, excluding attachments.
- Tender Returns Submissions should be returned via email by the deadline above to Mohammed Rafi rafi@marshfarmfutures.co.uk

Note: MFF also has a tender out for the Fun Factory and Climbing Walls. If you are interested in tendering for both the Catering and the Fun Factory tenders, separately or as combined tender, please mark this clearly in your submission.

Appendix 1. Café Equipment list

- The venue will provide the following:
- Fully equipped commercial kitchen
- All furniture (contractor will take responsibility for setting up and taking down tables)
- An online booking service for evening events tickets and website (community halls and Playpark)

Equipment as follows:

Café Equipment

1. Insectocutor
2. Refrigerator
3. Deep Freeze Cabinet
4. Storage Racking
5. Storage Racking
6. Storage Racking
7. Hand wash Basin and Splashback
8. Worktop with Utensil Drawer
9. Wall Cupboard
10. Combination oven/steamer with stand
11. Grill and Wall Bracket DCT MAR0072700077_10
12. Mobile Falcon oven Range with Splashback
13. Ventilation Canopy
14. Stainless steel all lining
15. Central Preparation Table with sink drawer and over shelf
16. Counter Refrigerator
17. Food processor and attachments
18. Worktop/Service Counter and Base
19. Worktop Unit
20. Undercounter Refrigerator
21. Wall Shelving
22. Till x2
23. Refrigerator
24. Tray Return Trolleys DCT MAR0072700077_10
25. Dishwasher inlet table with sink and spray attachment
26. Mobile Waste Bins
27. Dishwasher
28. Ventilation Canopy
29. Dishwasher outlet tabling
30. Grease Management Unit
31. Toaster

- 32. Clock
- 33. Table
- 34. Deep Fat Fryer Twin bowl
- 35. Cutlery Tray + Cutlery
- 36. 2x Pump Flasks
- 37. 1 Sandwich Grill DCT MAR0072700077_10
- 38. 1 Milk Frother
- 39. 1 Sweet Display
- 40. 2 Large Saucepans lids
- 41. 1 medium saucepan + lid
- 42. 2 small Saucepan + lid
- 43. Water Softener

Servery of Equipment

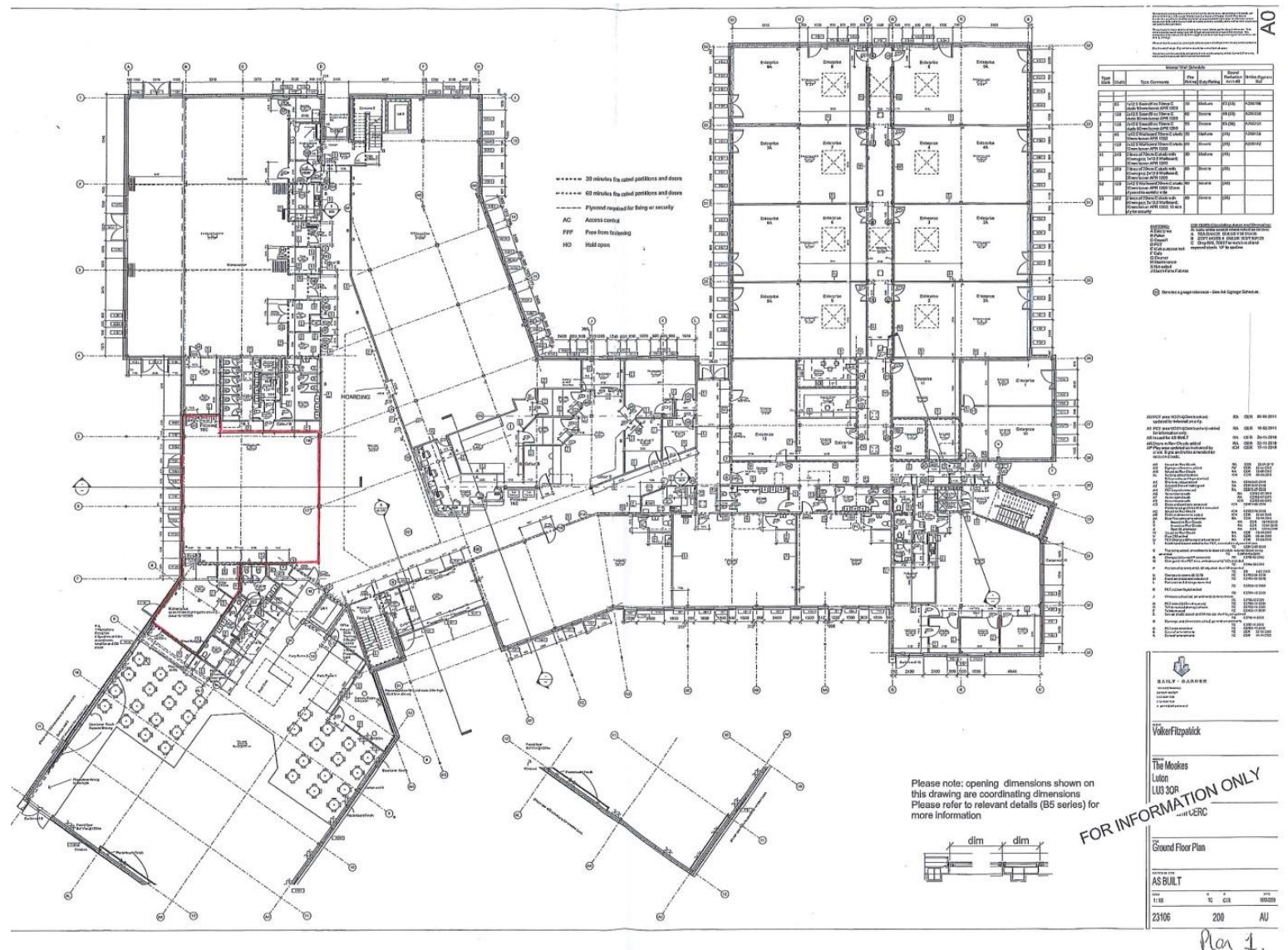
- 1. Servery Counter Including
 - A. Self service Chilled Display Deck
 - B Hot Food display with hot cupboard under C Inset Soup Dispenser
- 2. Counter Closure Section
- 3. Till/Epos Unit DCT MAR0072700077_10
- 4. Back Bar worktop with sink bowl, hand basin and cupboards under
- 5. Counter Refrigeration
- 6. Water Boiler
- 7. Cutting Board
- 8. Display Wall Shelving
- 9. Ventilation Canopy
- 10. Insectocutor
- 11. Smoothie Blender
- 12. Coffee Machine
- 13. Microwave
- 14. Tablet

There is a large fridge not belonging to MFF

Note:

The dishwasher is showing a fault and one of the tall fridges needs replacing. The equipment will be checked with the preferred tenderer at sign-off.

Appendix 2. Café as Built Plan



Appendix 3. Photos



