

## **Balcony Café at Worcester Art Gallery & Museum**

### **Catering Concession**

Museums Worcestershire (a partnership between Worcester City and Worcestershire County Council) is inviting proposals at this stage, for a catering concession at the Balcony Café at Worcester Art Gallery and Museum.

The Art Gallery and Museum is housed in an historic building on Foregate Street in a busy and thriving area of the city. The gallery runs a lively programme of contemporary exhibitions, events and workshops attracting an audience of over 60,000 visitors per year. The gallery spaces are light, bright and welcoming and all areas of the building are fully accessible. The Balcony Café serves as both a tranquil refuge from the hustle and bustle of Foregate Street and a great place to meet friends and family.



On the ground floor of the Art Gallery & Museum building (but not open to the public) is the main City Council offices, with approximately 100 staff each week day. They individually make use of the café facilities and there is opportunity to expand the business to offer more services either in the café or for takeaway or function catering.

Worcester City Art Gallery is currently working to improve its visitor welcome and rejuvenate its reception, shop and building introduction. We are looking for a Caterer that shares our aim to improve the quality of the museum visit for our visitors, and encourages them to make repeat visits. We would like to work together in the future to plan improvements to further enhance the café space and ambience.

The café is located on two sides of the first floor balcony seating up to 36 people and is accessible from a main staircase and a lift from Taylors Lane. The walls of the café used by the Art Gallery to provide a changing exhibition programme to complement the café and its atmosphere.



The café may also be used outside normal opening hours for additional catering functions provided any additional use is previously approved by the Museums General Manager and subject to payment of an additional fee.

The concession will be subject to a Licence Agreement for a period of three years (with a review after one year) with an option to renew subject to a review of licence fee and any amendments considered appropriate by the Museums General Manager.

Interested parties are invited to submit proposals for the operation of the Balcony Café for the 3 years of the concession in the first instance. The proposal also needs to include an offer for the licence fee, the preferred offer is a percentage of gross turnover.

The Caterer should provide ideas for running the catering concession, including a menu that provides morning coffee, lunch and afternoon teas with a minimum level of choice in any one day. We would expect to see a variety of dishes freshly prepared at the Museum using local, fresh seasonal produce where possible, that caters for customers with dietary preferences and also a choice of speciality teas and coffees.

The Caterer should also provide opening times, staffing levels and ideas for additional functions or services to improve the visitor facilities, together with an indication of prices. We are also looking for details of experience and how the venue may be promoted.

The Council does not undertake to accept the highest or any offer received and the additional information requested will be considered as part of the Caterer's submission.

We would be looking to reopen the Balcony Café at the beginning of February in time for our Spring exhibition, a high-profile exhibition of prints by Matisse, which is likely to attract both local visitors and those travelling from further afield.

Proposals must be received by the Museums Business Manager at the Art Gallery and Museum, Foregate Street, Worcester WR1 1DT by 4.00pm on 2nd January, 2019. Interviews will be held at the Museum and Art Gallery and notified as soon as possible.

### CATERING CONCESSION

1. For the purpose of this concession, the Caterer will have the use of the café and adjoining kitchen, together with the use of toilets in common with the Museum
2. The public opening hours of the Art Gallery and Museum are:-

Monday	10.30 - 4.30	These days will include some Public Holidays when the building is open to the public
Tuesday	10.30 - 4.30	
Wednesday	10.30 - 4.30	
Thursday	10.30 - 4.30	
Friday	10.30 - 4.30	
Saturday	10.30 - 4.30	

Opening during Museum hours is essential; there will always be opportunities outside of these hours at special events and functions. The Council shall always have the right to cancel the provision of these facilities on any day or days on giving 48 hours previous notice, but assures the caterer that any such cancellation will only happen in exceptional circumstances. This will also include some Bank Holidays, when the building may be closed. If opening hours for the building change, this will be done in discussion with the licence holder.

3. The Caterer will be required to liaise with the Museum staff in promoting the venue and providing a catering service which compliments and supports exhibitions and events at the Art Gallery and Museum.
4. There is a small amount of equipment that is the property of the Council and shall be made available for use by the Caterer, should it be required. The Council will be responsible for the maintenance and repair of the equipment.

5. The Caterer will be responsible for the payment of all gas and electricity charges for the concession. The telephone rental and charges will be the responsibility of the caterer.
6. The Caterer will be responsible for maintaining all areas in a clean tidy and hygienic condition and will be required to comply with all relevant legislation relating to Health and Safety and food Hygiene, with a Food Hygiene rating of 4 or higher. A no smoking policy operates in this building.
7. The Caterer will be required to obtain and retain a minimum public liability insurance of £5 million for the catering concession.
8. The Caterer will arrange for the daily removal of all waste and refuse from the premises to an approved area and will meet the cost of the collection of waste at least once a week.
9. The concession may be terminated by the Council should the Caterer fail to maintain a satisfactory standard of service and customer care or in the event of the Caterer being in breach of the terms of the agreement for the catering concession.
10. The Caterer will be required to complete a formal agreement with the Council for the catering concession which will include other terms as may be considered appropriate by the Council's Head of Legal Services
11. There may be an option for the Caterer to renew the concession at a revised licence fee and amendments to the conditions considered appropriate by the Museums General Manager and subject to the Caterer having observed and performed the various conditions set out in the agreement.

**CATERING CONCESSION AT THE CITY MUSEUM AND ART GALLERY**

**TRADE REFERENCES**

**1)**

**Name:**.....

**Address:**.....

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**2)**

**Name:**.....

**Address:**.....

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**BANK REFERENCE**

**Name:**.....

**Address:**.....

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**OFFER FORM**

I/WE .....  
of

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hereby submit an offer for the catering concession at the Balcony Cafe at the Art Gallery and Museum, Worcester as follows:

Year 1 £	(figures)	(words) per annum.
Year 2 £.....	(figures)	(words) per annum.
Year 3 £.....	(figures)	(words) per annum.

I/WE understand that Worcester City Council is not bound to accept the highest or any offer received.

**Signed:**.....

**Date:**.....

**Address:**.....

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**Signed:**.....

**Date:**.....

**Address:**.....

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