



**Concession Guidelines for the service provision of
The Café, hire and events catering at
Mansfield Central Library**

Tender Reference: MCLCafe

1. Introduction

As a venue at the heart of the Mansfield community, Culture, Learning and Libraries (Midlands), trading as Inspire wish to enhance Mansfield Central Library with the addition of a café into the vibrant and busy space which is used to provide cultural, learning and library services.

Inspire invites tenders from suitably qualified and experienced catering companies or individuals for the opportunity to operate a café within Mansfield Central Library.

The aims of this service are to put in place a concession agreement with a single provider to operate a café within Mansfield Central Library.

This document sets out the Concession Guidelines for the operation of the café.

2. Concession Agreement

2.1 Concession Agreement

The successful provider will be required to enter into a Concession Agreement with Inspire for the provision of the café and event/hire catering at Mansfield Central Library. The concession agreement has a minimal fixed payment as a contribution to the running costs of the space and a concession based on gross turnover (3% of gross turnover). A charge free period would be available whilst the café is getting up and running. The concession agreement would run to March 2028. This falls in line with Inspires current contract with Nottinghamshire County Council (Please refer to section 10 Charging and Payments for more details).

The library service is seeking the right provision to be in place as soon as possible, mutually agreed start date between the Inspire and the provider.

2.2 Mobilisation

It is anticipated that the provider will need time prior to the service commencing to set up the café. Discussions will take place between Inspire, Mansfield Central Library Managers and the café provider whereby it will be expected the provider will produce a mobilisation plan to be agreed between all parties.

3. Strategic Relevance

“Mansfield Central Library is an important community, cultural and learning hub providing a range of activities, and it’s great to have the opportunity to develop it further for the people of Mansfield. The café helps us achieve our mission to provide inspiring centres for reading, learning, culture and community activity. We look forward to working with a new partner to bring a shared vision to life”

Peter Gaw, Chief Executive Inspire

3.1 Inspires Vision for the Café and potential operations

Visitor numbers

In 2023/2024 Mansfield Central Library attracted over 151,000 visits, which represented a 19% increase on the previous year.

Events and activities

Mansfield Central Library is the largest library in Nottinghamshire and has a varied annual programme of events and activities taking place in one of 5 meeting rooms, the library itself or the 192-seater theatre/auditorium on the second floor.

These range from large scale events such as the annual Heritage Fair which usually takes place on a Saturday in May, which attracts over 500 visitors, to regular smaller, weekly and monthly activities which support the library service core offer, such as the popular rhyme, rattle and roll sessions for babies and toddlers.

Inspire Learning also run a programme of courses each term. Most community learning courses run from between 4-6 weeks though some courses run for a longer period. The Libraries Arts and Culture team also organise a quarterly programme of events and exhibitions which take place in the library including the popular family theatre performances and Dementia-friendly screenings. Mansfield Café Library also hosts the annual Inspire Awards evening, which attracts an invited audience of between 200 staff and guests. As Inspire's largest library venue, it is also used for staff conferences and other large workshops and training events.

As well as Inspire- organised events, the library's suite of meeting rooms and auditorium are also available for hire by external organisations. Nottinghamshire County Council is a regular hirer, using the Studio Floor for large training events. Other external hires take place during the year on a more ad hoc basis.

With the number of meeting rooms available for hire, plus the number of regular events and activities taking place in the library, there is potential for the café to appeal to a broad range of customers, staff and learners using and visiting the building.

There will be opportunity for the café to provide food and refreshments by prior arrangement, to cater for events and activities during the day, evenings and at weekends for both internal and external hirers. Event and activity catering can provide potential additional custom for the café.

Inspire are also working with new partners and are investing in new opportunities, to bring people into the building.

Mansfield Library is a busy and vibrant place with a lot happening on a daily and weekly basis. There is a lot of potential for a café to make the library a coffee stop destination for visitors to the library as well as the town centre.

4. Service Specific Requirements

4.1 The service we require is:

- Delivering a café; providing good quality tea, coffee, freshly prepared food and a range of light refreshments at a reasonable price to library customers.
- Consistent opening hours to meet the needs of library users. The library is only closed on Bank Holidays and between Christmas and New Year.
- Mansfield Central Library is open 56 hours a week over 7 days *

Monday- Friday 8.30am-5.30pm

Saturday 9am-4pm

Sunday 11am-3pm

Hires of the meeting rooms, studio floor and auditorium can also take place outside of these core hours.

The service will be required to operate open hours as agreed by both parties.

- The provider will be allowed access to the building from 6.30am Monday to Friday and 8.00 am Saturday and Sunday.
- The maximum trading hours will be between 8.30am and 5.00pm Monday to Friday, 9.00am to 3.00pm Saturday and 11.00am and 2.00pm Sunday.
- Actual hours of trading are to be agreed.
- The provider must cease trading at least 30 minutes prior to the library closing.
- The cafe should complement the overall character and service approach of the library.
- It is expected that the provider takes a proactive approach to marketing the service in partnership with the client as part of an integrated approach. Marketing materials, initiatives and signage will be subject to approval from the client.
- We are looking for innovative approaches, including a focus on marketing and working in partnership with the library to achieve mutual aims. Therefore, it's essential that a close working relationship with a provider is established from the start.

4.2 Optional Service Requirements

- Supporting the cultural programme of library events during and outside of library opening hours by providing catering and a bar for events as required and working with library staff as required to host events in the café area. Inspire hold an alcohol licence for the premise, but provider will need a personal licence to sell alcohol.
- Providing refreshment and catering to meeting room hirers and large events.

4.3 What the provider is required to provide:

Additional equipment/furnishings not provided as part of Appendix 1 will be at the cost the of the café provider and require approval from the client. The café provider will need to provide portable and other equipment as required to deliver the café offer, for example:

- Coffee machine
- Panini press and or toastie maker
- Microwave oven
- Jacket potato oven
- Crockery and cutlery including cups/glasses/teapots/knives/forks/spoons etc. and any other similar items needed to serve food/drink.
- Maintenance, renewal and repair of all equipment and furniture as set out in Appendix 1 is the responsibility of Inspire.
- Cleaning: It is expected that the provider will be responsible for the daily cleaning of all relevant areas and maintaining high standards of cleanliness and hygiene in the café/kitchen area including periodic cleaning of equipment

4.4 What Inspire will provide

- The café area of approx. 200 sqm
- Access to the 2nd floor kitchen which includes use of freezer
- The café area has sufficient space for 70 covers.
- The café furniture includes a mixture of tables, sofas and high-quality upholstered chairs to allow the café to present a relaxed, comfortable coffee shop atmosphere.
- The kitchen equipment provided and which forms part of the maintenance, renewal and repair responsibility of the café provider is listed in Appendix 1
- Maintenance, cleaning, decoration and lighting of the Common Parts of the Building
- Heating of the interior of the Property and Common Parts
- CCTV security arrangements in the Building as appropriate
- Collection and disposal of non-industrial waste
- Cleaning of the exterior of all windows in the Building and the interior of all windows within the Common Parts
- Insurance of the Building

4.5 Where the service is required

The café will be located on the mezzanine floor within the main area of the library.

5 LEGISLATION, POLICIES AND PROCEDURES

5.1 Legislation

The provider must comply with all relevant legislation relating to the service, which includes any updates and amendments. It is the Providers responsibility to keep up to date with any such developments. Listed below is some of the relevant legislation that the Provider is expected to comply with and is not meant to be exhaustive.

- Health and Safety Regulations, including: Manual Handling Regulations
- Lifting Operations and Lifting Equipment Regulations 1998
- Provision and Use of Work Equipment Regulations 1998

5.2 Health and Safety

The Provider shall be responsible for risk assessment, hazard control and other health and safety matters affecting its staff in the delivery of the service. The Provider shall do all that is reasonably practicable to prevent personal injury and damage to property and to protect staff and others from hazards. The Provider will ensure they comply with all relevant legislation requirements, including but not limited to:

- Lone working
- Fire safety
- Control of Substances Hazardous to Health Regulations (COSHH)
- Manual Handling
- First Aid
- H&S Audits
- Food Hygiene (the provider would need to have a Food Hygiene certificate for Catering)
- Food Hygiene inspections to be arranged by the provider directly with Mansfield District Council.

5.3 Business, Employment and Staffing Practices

The Provider shall have in place and available for scrutiny, sufficient, robust and up to date written policies, procedures and codes of practices.

This includes adequate instruction, guidance and support for staff in the function and delivery of the service outlined within the specification.

6 WORKFORCE

The Provider will ensure that the workforce delivers the service in accordance with relevant legislation and best practice applicable this will include:

- Customer service and sensitivity to people who have disabilities
- Health and safety training

Staff ID

- The Provider will ensure that all staff always has appropriate workwear/uniform.
- The Provider will ensure that all staff has ID.
- The Provider will ensure that all staff sign in and out of the premises.

7 Contract Management

Management of the contractual terms and / or service level agreement secured through the procurement process and will ensure the agreed service outcomes are delivered by Inspire and the provider. Non-compliance or variation is identified early, and risks are managed.

Inspire will provide an operational contact for liaison within the library as first point of contact.

A contract contact will also be provided and meet on a quarterly basis to review contract delivery and resolve any issues.

8 Charging and Payments

The provider will pay to Inspire each quarter in arrears a fee. The fee consists of a Service Charge and Sales Commission:

The Service Charge is a contribution to the operating costs (such as Business rates or national non-domestic rates, Utilities and cleaning) of Mansfield Central Library based on the square footage of the area the café occupies.

The initial annual value of the Service Charge will be £6,500. This service charge will be payable after an initial six-month fee free period. The first payment will be due on the 3rd Quarter Day from the date of the Concession Agreement and then quarterly in arrears thereafter.

The Service Charge is subject to indexation whereby the Service Charge will increase in line with RPI at each review date. The first review date will be 18 months after the commencement of the agreement and will be then reviewed every 12 months thereafter.

And

Where the Sales Commission is 3% of all gross revenue received from the sale of the products at the Cafe more than the Service Charge.

The provider shall provide to Inspire within seven days of the quarter end a final statement which shows the volume and value of products sold within the sales period of the relevant quarter to which it relates.

After receipt of the final statement for the relevant quarter Inspire shall prepare and issue an invoice to the provider for the Service Charge and Sales Commission due for the relevant quarter. The sum payable shall be made 30 days following receipt of the invoice.

Please Note: This specification forms an integral part of the contractual arrangements and provides the criteria by which service quality, efficiency and effectiveness will be monitored and evaluated by Inspire.

Appendix 1

Kitchen equipment provided which forms part of the maintenance, renewal and repair responsibility of Inspire

Café area

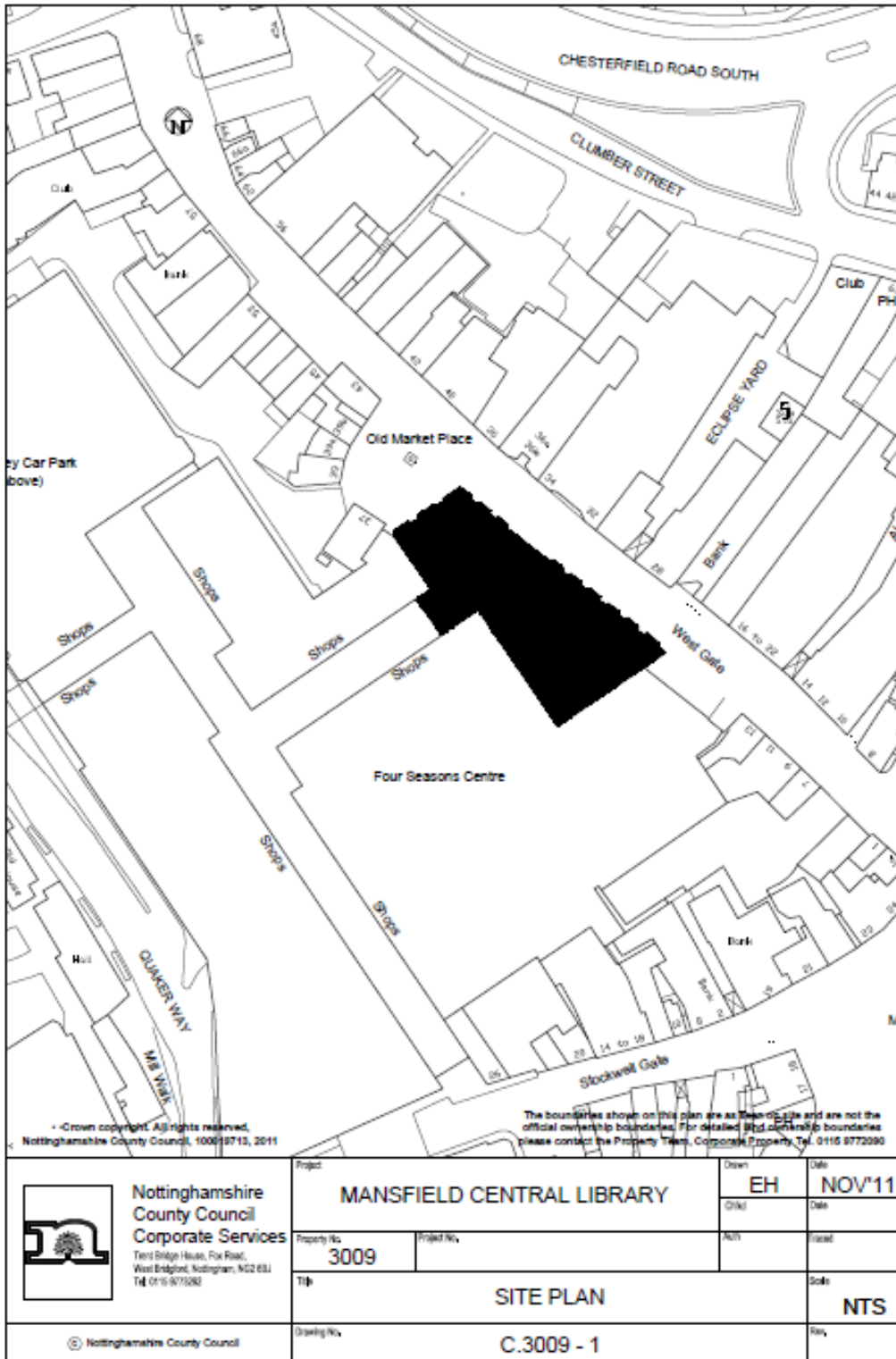
- Food Display Cabinet (not heated or refrigerated) with shelves
- Brita water purifier
- Lincat water boiler x2
- Gram countertop fridge/cooler
- Large upright fridge
- Lincat Display warmer unit with shelves
- Executor Fly Trap
- Worktop with plate warmer
- Portable trolley
- Kick rails and splashbacks
- Double sink unit and worktop
- Furniture i.e. tables and chairs
- Dishwasher

2nd Floor Kitchen

Freezer – 5ft

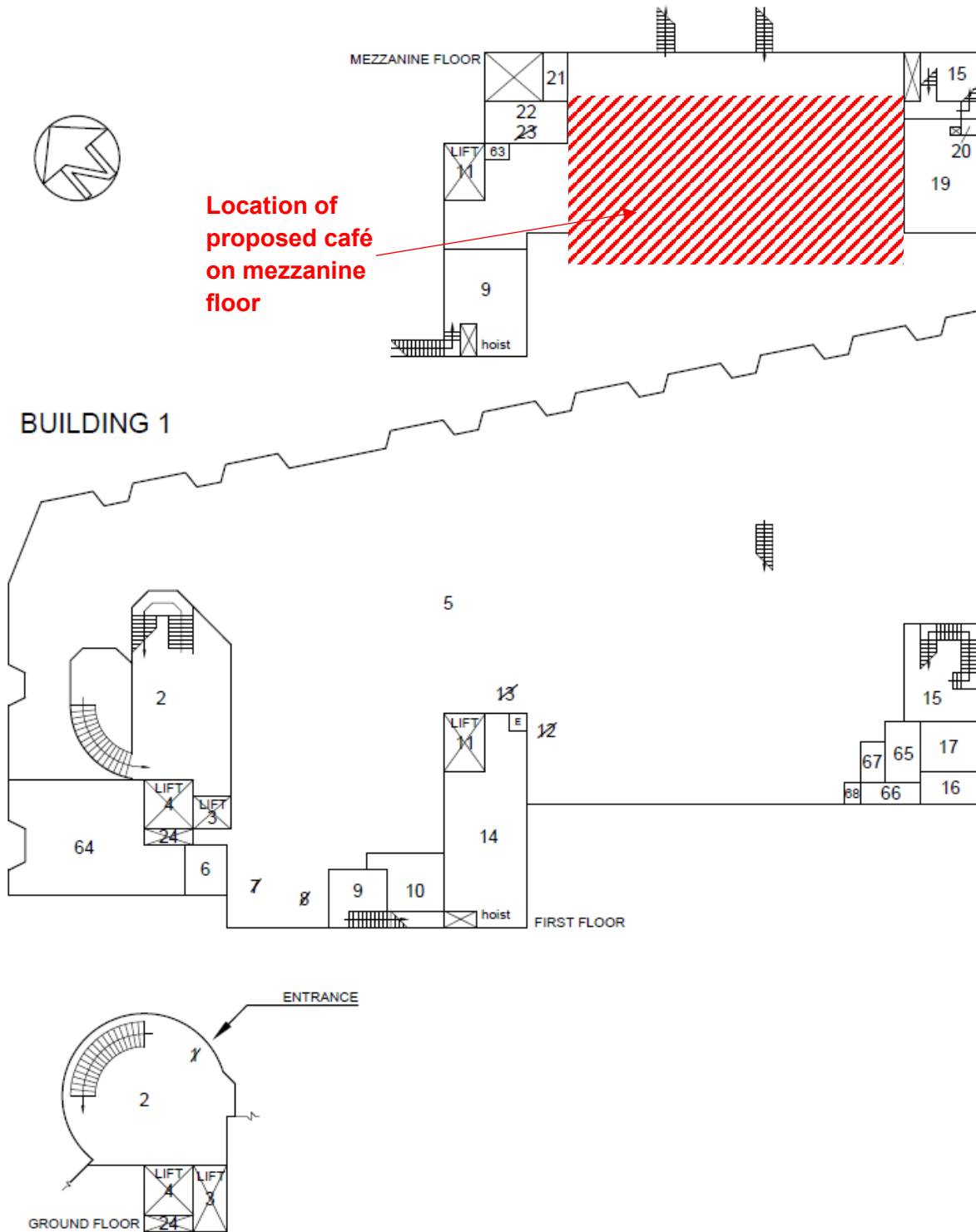
Appendix 2


Floorplan showing location of café and internal photos



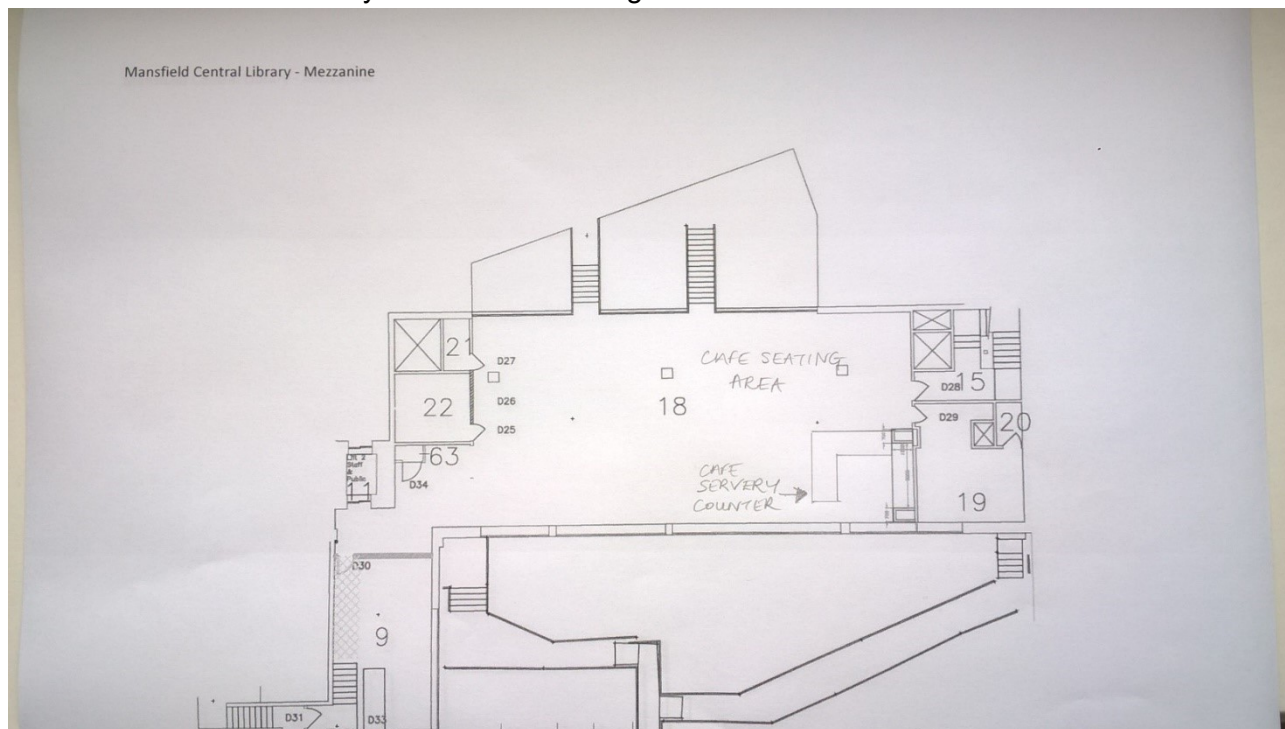


Location of proposed café on mezzanine floor



 <p>Nottinghamshire County Council Corporate Services Trent Bridge House, Fox Road, West Bridgford, Nottingham, NG2 6SJ Tel: 0115 9773262</p>	Project		Drawn	Date
	MANSFIELD CENTRAL LIBRARY		EH	NOV'11
	Property No. 3009	Project No.	Chk'd	Date
	Title			Auth
ROOM PLAN				Scale
C.3009 - 3				NTS
© Nottinghamshire County Council	Drawing No.			Rev.

A sketch of the Cafe servery counter and seating area on the mezzanine floor.



Café seating area – part



You Tube link - [Mansfield Central Library Walk-Through](#)

External View of library – Westgate



Entrance to library promoting Café



Access to Café via lift and stairs – signed

