

Catering At York Castle Museum

York Castle Museum

York Castle Museum (YCM) is one of York's big five attractions, home to the iconic Kirkgate – Victorian Street, a collection of costume unrivalled outside of London and galleries covering; Toys, the 1960s and the first world war.

Pre covid, the Museum attracted on average 275,000 visitors per year, and is now building back strongly to this number. Visitors come from a range of market segments including family groups through the school holidays, national and international tourists at all times of the year and now with a revised mission to work with our local audience and communities.

The contract is offered by York Museums and Gallery Trust Ltd, but operated by its trading arm and subsidiary; York Museums Enterprises Limited (YME).

Café

The café at the YCM is located on the right hand side of the entrance, has a capacity for 30 covers, indoors with views of the Eye of York and Clifford's Tower. In this café area is a small but functional area for food service and drink preparation and a separate wash up. It is possible to provide a full range of hot and cold drinks, a range of cold sandwiches and salads and limited hot dishes. Away from this space is a kitchen with a 6 burner range and oven, chilled, frozen and dry storage, commercial dish wash area and an office area. It is possible to place 3 or 4 additional tables outside the Museum. City of York Council are preparing for (and have planning permitted) to alter the car park adjacent to the Museum into a space for public realm, this will open up opportunities for a take away offer or pop up / street food offer to be made from the site (potentially using some of the outside space).

Expectations

The Museum is now fully reopened to visitors, and has been operating without Covid restrictions on visitor numbers, since February 2022. As a public building should any restrictions be reimposed then these will need to be adhered to.

- The YCM will be open 7 days per week – 52 weeks per year (not Christmas Day, Boxing Day or New Year's Eve) from 10.00am to 5.00pm, the café would be open during those times, with up to half an hour to close down for the building to be clear by 5.30pm
- Menu and pricing will be the responsibility of the contractor but will be agreed with YME. Pricing and choices must be competitive and reflect the range of audiences who visit. There will also be a requirement to complement any exhibitions or seasonal expectations. It is expected that locally grown produce and local suppliers will be used.
- All perishable and non-perishable supplies will be the responsibility of the contractor
- Maintaining suitable levels of appropriately trained staff will be the responsibility of the contractor.
- Cleanliness and hygiene of the whole café (front and back of house) area and all equipment will be the responsibility of the contractor, a minimum of a 4 * rating must be maintained. Deep cleaning to take place outside of operational hours

- Public and Employers' Liability insurance will be the responsibility of the contractor
- Full set of risk assessments, COSHH sheets, HACCP information and an environmental policy will be required before trading can commence
- That the café experience responds to and enhances the site, exhibitions and themes within the Museum
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The Museum is used for private views of the exhibitions and is part of the portfolio of venues offered by YME for private hire. The successful contractor may be asked to provide services for these events, but YME will not be obliged to ask for or to use the services of the contractor.

A full contract incorporating a service level agreement will be provided and agreed before trading commences.

Opportunities

1. We would welcome suggestions for the café area to be used outside the opening hours of the Museum, this could be for pop up bistro evenings, wine tastings, private events or other ideas that could be put forward. For this there would be an additional charge payable to the Trust as we need to staff on site to ensure the integrity of the collections items, building and security systems.
2. The area between the Museum and the city centre will be undergoing a transformation, through the City of York Council's Castle Gateway Project. More details can be found here: [Castle and Eye of York – City of York Council](#). The project will create a large area of public realm in place of the current car park and re landscape the area immediately in front of the Museum. This will present an opportunity in that visitors (to the City not just YCM) will be able to dwell comfortably in this area and no doubt seek refreshment and sustenance. There could be opportunities within the YCM footprint for a pop up service or via the City Council for provision of services in the new area.

Financial

- Equipment investment – we require an initial (non-refundable) payment of £5000.00 followed by a monthly levy of £100.00. This will ensure that in the event of equipment failure repairs or replacement can be actioned quickly and with appropriate funds
- Rent and Commission:
 - i) a fixed monthly rent of at least £2,500.00 invoiced monthly
 - ii) a commission on sales revenue generated each calendar month, this will include all café income (for services inside and outside the museum) and any additional income from events organised and paid for by the Trust such as exhibition previews.
 - iii) Event and additional usage of café area sales will also command a fee: - for private hire arranged by the Museum and catered for by the contractor a commission on all food and drink sales
- for events organised by the catering contractor a fixed hire fee (to cover staffing) and a commission on food and drink income, invoiced later after receipt of figures

All payments will be plus VAT.

- For the successful tender to purchase, as a contract premium, new suitable tables and chairs for the indoor and outdoor seating areas, which will become the property of the Trust
- Rates will be the responsibility of the contractor.
- Utility bills are included in the rent, it is anticipated that rent will increase annually to reflect increases in fuel prices
- The Trust is a Real Living Wage (as opposed to the National Living Wage) employer and all contractors are obliged to follow suit. From 01 April 2022 the hourly rate will be £9.90. Further details from - <https://www.livingwage.org.uk/what-real-living-wage>
- A 10% discount must be offered to all Trust staff, Patrons and Supporters

Length of Contract

The Trust is planning a considerable transformation project at the Castle Museum. Planning, funding and project commencement / delivery have been significantly impacted by the Covid pandemic. Part of the transformation plan is to remove the building where the café is currently located, which within our current masterplan is one of the last elements to be undertaken, however the order in which the project is completed may be dependant on funding. Other elements of the masterplan will require closure of parts of the Museum and an anticipated downturn in visitor numbers.

Timings of these developments are currently unknown, however it is anticipated that operations and visitor numbers will remain unaffected for at least three years.

Therefore, a contract of not less than three years will be offered which will be capable of being terminated by contracted notice period on or following the third anniversary from start. Monthly rent arrangements can be reviewed after three years, depending on the then current and anticipated situation.

Equipment within the Kitchen Area and Café

Please see attached document.

These items belong to YMT and will remain so, any additional light equipment will be the responsibility of the successful contractor

Till and credit / debit card machine are the responsibility of the contractor

Application Timeline

- Interested parties are invited to submit a formal proposal by: 9am 13.06.2022
- Interviews with a shortlist of potential contractors will be held: w/c 28.06.2022
- Commencement of contract: 01.10.2022

Please submit proposals to:

Richard Saward

Head of Visitor Experience and Commercial
York Museums Trust
York Castle Museum
Eye of York
York
YO1 9RY

Or via email – Richard.saward@ymt.org.uk

Proposals to include:

1. Details of commission % of income being offered to YMT in addition to the fixed rent – please use the RFQ form
2. Details of commission % of income for private (organised by YMT), outside normal opening times events
3. Details of % commission for events organised by the contractor
4. Branding ideas – please use the RFQ form
5. Proposed menu and pricing – please use the RFQ form
6. Details of service style – please use the RFQ form
7. Ways in which the service and offer will enhance the visitor experience and responded to the site and its exhibitions
8. Two years accounts – please see the RFQ form
9. Food hygiene certificate
10. Public Liability insurance certificate
11. Environmental Policy
12. Suggestions as how the facilities could be used outside of normal trading hours to the benefit of both parties – Please use the RFQ form
13. Completed RFQ form

For an informal discussion please contact or to arrange a viewing of the café area / kitchen and facilities

Richard Saward on

Tel: 07917018024

Email: Richard.saward@ymt.org.uk

A few images of the Café and Equipment
Café Area (furniture not included)



Behind the Counter and the service area (downstairs)



The Upstairs Kitchen



