



# Invitation to tender

# The Met

August 2023

## Introduction and Overview

The Met (a registered charity and company limited by guarantee) is issuing this document to brief prospective catering partners on the opportunity to manage its catering services at this unique venue in the centre of Bury, Greater Manchester.

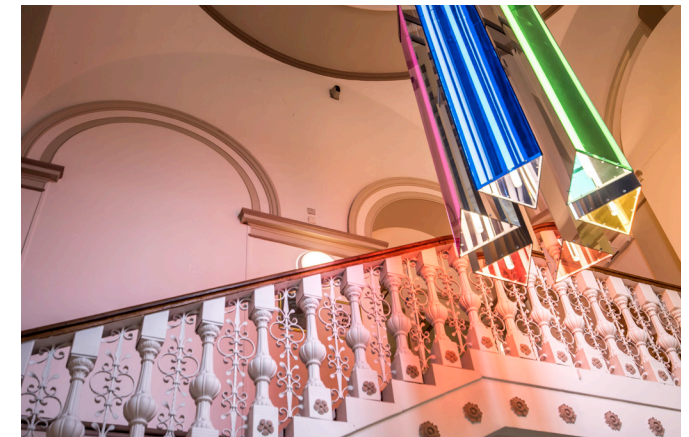
The charity embarking upon a competitive process to explore interest from commercial caterers in managing its café/restaurant and event catering from winter 2023.

This document has been prepared for prospective partners and provides an outline brief as to what is required and expected, the process for engagement and the information respondents are required to provide.

Interested parties will have the chance to visit the site, meet the team and will be able to establish a reasonable understanding of the spaces available and the services required.

### Objectives for The Met's catering

- For the café/restaurant operation to add value and enjoyment to our frequent visitors' experience and engender a sense of community.
- To provide event and function catering services to support Met events and hires.
- To become a destination catering offer and attract visitors to The Met in its own right.
- For a close working partnership to exist between the caterer and the Met team.
- For the café/restaurant to be compatible with and sympathetic to the character and quality of the building, the multi-purpose nature of the venue and its wide ranging programme of workshops and events.
- For the café/restaurant to promote sustainable, seasonal, regional foods, fair-trade and organic and be a benefit to the local community and our environment.
- To provide an income stream which supports the wider activities of The Met.
- To provide catering that meets the needs for refreshment requirements across the diverse range of visitors, staff, friends and volunteers.



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## About Bury

Bury is a bustling town centre with a fantastic retail offer and includes a key cultural institutions including an art gallery and sculpture centre, a heritage railway and a Fusilier Museum. The town hosts a market each Wednesday, Friday and Saturday when the town is busy with an influx of tourists and locals which impacts the whole town.

The town centre has recently set up a Business Improvement District which has led to investment in events and marketing for the town centre as well as improved cleanliness and security. The council are commencing a period of Investment for regeneration alongside key partners, including the joint purchase of the Mill Gate shopping centre with Bruntwood, Investment in a new large market building, the 'flexi Hall', due for completion in 2025 and a new interchange with TFGM by 2028.

## About The Met

The Met is an award winning, small-scale arts centre which presents a year-round programme of performing arts, and is noted nationally for its live music programme. It is a community hub, developing artists, audiences and creative talent through its programme, recording studio, workshops and training. Located in a prominent position in Bury town centre, the venue offers a professional recording studio, and a range of workshops aimed at different levels of expertise and a number of festivals.

The Met is an independent charity which works to develop a growing audience to experience the arts and to nurture talent. It has a particular focus on engaging with local audiences in its hometown of Bury, and on using the arts to develop and showcase the town, re-invest in the local economy and wider strategic remit, leading on culture. It has a policy of programming to develop audiences for emerging artists.

### Our Vision

The Met will be a nationally recognised cultural organisation, accessible to all, combining our international reach with our local economic and social impact to make Bury a cultural leader within Greater Manchester.

### Our Mission

The Met inspires excellence in music and creativity, it is about quality, openness, and passion. We improve lives by enabling access to high quality stimulating performance and participation opportunities which celebrate diversity, wellbeing, and local pride.

### Our Values

#### To be Inclusive and to stay Relevant:

A 'safe space,' with strong values, a culture of transparency, collaboration, and openness to make space for everyone supporting the wellbeing of staff, artists, audiences, participants, and our local communities.

#### To be Ambitious and deliver Quality experiences:

We aim to inspire, aiming for excellence in everything we do from presentation to the overall experience and engagement of community. Aiding artists to discover and develop their talent, providing experiences and opportunities to learn, network and perform. We develop staff, partners, artists, and collaborators.

#### To embrace Dynamism:

Innovative, sustainable, quality approaches in all our work that is responsive to opportunity and collaboration.

#### To conduct our work in consideration of our

#### Environmental Responsibility:

Conducting our business practices and events sustainably, respecting the environment, reducing the environmental impact of The Met, our audiences, and associated partners.

### Programme

The Met promotes around 180 events each year including music, theatre and comedy across a 273 capacity (seated) main space and 100 capacity studio. The Met has a particular specialism in folk and traditional music. Historically it has run several music-based festivals on and offsite, including Head for the Hills, a family friendly music and arts festival which sells around 7.5k tickets; Bury Beer Festival; The Big Whistle Festival; and Homegrown, a weekend-long showcase of English folk music. Since Covid, The Met produced Burrs Live, which was a week-long series of events at Burrs Country Park which included Head for the Hills Festival and Happy Festival.

We run several hire events alongside our core programme including tribute acts, meetings of various sizes and college graduations. We co produce a panto each year, which for 2023 is Aladdin, and we expect audiences in the region of 10,000 over the December period.

Ticket prices for The Met range from £5 (emerging and family shows) to £30 (top name artists). Ticket zoning gives lower priced options.

## About The Met (continued)

### Current audiences

Based on the results of the 2019/20 Audience Finder survey we know that respondents are more male than female (58:42 split) and fall mostly between 55-64 age group (30%) or 45-54 (27%) and 65 or older (23%). 79% visit with other people, generally in pairs. 18% were first time attenders, and some 64% had visited on another occasion in the last 12 months. We can see that 91% of respondents are from the North West, 52% from Bury itself. A further 12% are from Bolton, 12% from Rochdale, 3% from Oldham and 5% from Manchester. 39% of respondents are from within 15 minutes' drive time of the The Met. A further 29% from within 15-30 minutes' drive distance.

### Event spaces

#### Derby Hall

Derby Hall is our main event space on the first floor. It holds 400 standing, 279 seated and houses gigs, theatre shows, dance shows, conferences and awards ceremonies.

#### The Box

The Box is our smaller studio 'black box' space on the ground floor. It holds 120 standing or 100 seated and houses more intimate shows or acoustic gigs, studio theatre showings and film screenings.

#### The Stanley Bar

Our beautiful Stanley Bar is located next to our main space and holds around 70, it houses informal meetings and networking events.

#### The Card Room

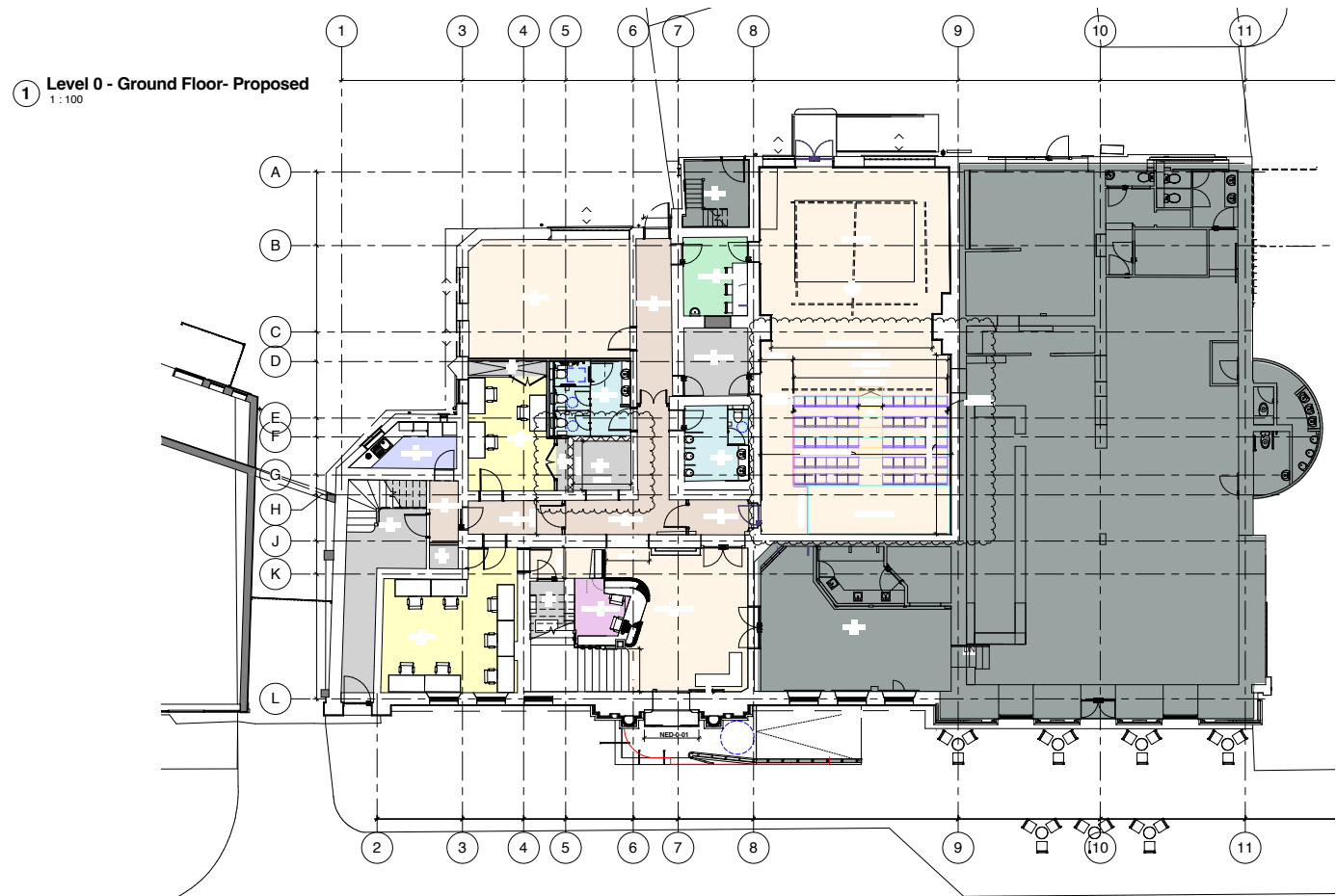
Our Card Room sits at the back of our main building on the ground floor and can accommodate up to 25 people. This room holds meetings, interviews, small workshops and teaching.

### The Loft

The Loft is a large, light and airy first floor space that sits just behind our main building, above the recording studio. Dependant on the layout, we can accommodate up to 100 people in here. A light, flexible space ideal for larger meetings, workshops and presentations.

### Location

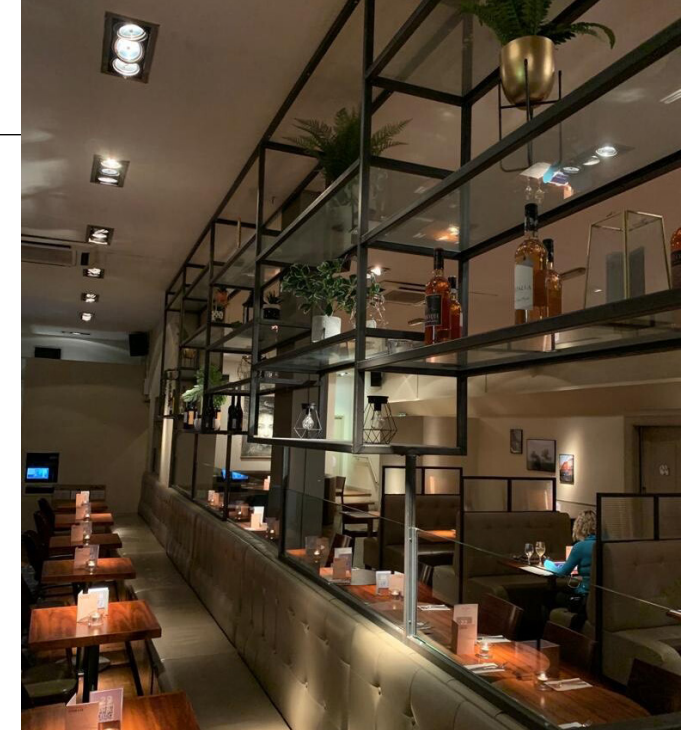
The Met, Market Street Bury. BL9 0BW.



## About the Catering

The restaurant has a main space (with a bar) and a pre bar space which connects to the main Met building. The whole area holds around 90 covers, not including the space outside. It includes a kitchen, office, toilets, a walk in freezer and a dry store outside. There is catering equipment within the building which is ready to use.

The Met is keen to work in full partnership to bring something to Bury audiences that will compliment our core mission and values. We are keen to use local producers and brewers to boost our local economy and support local independent businesses.



## Timetable

Catering tender issued Week Commencing 14th August 2023

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Open Day Friday 8th September 2023

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Reponses requested by Sunday 24th September 2023

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Interviews 29th September 2023

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Decision 4th October 2023

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## Response Guidelines & Process Timescales

<b>Prospective catering partners are invited to provide the following information in a written proposal and to include the following: Company Information</b>	<p>A summary of your company's experience, a resumé of your skills and resources, and a statement of why you would be a strong and suitable partner.</p> <p>Please provide examples of where you have developed a successful partnership agreement with a similar organisation.</p>
<b>Operations: café and events</b>	<p>Details of how you would manage the café/restaurant, what it would sell, when it would open, how it would service customers across the day-parts and seasonal peaks. A vision for events and event catering including enhancing the arts and education offer: how you would maximise the opportunity.</p>
<b>Menus &amp; Tariffs</b>	<p>Two Sample menus and tariffs for the café/restaurant and events.</p>
<b>Staffing &amp; Management Structure</b>	<p>Proposed staff and management structure with rationale and dialogue as to the operational methodology and organisational structure illustrating how support will be provided to the local team.</p>
<b>Staff Training &amp; Customer Service</b>	<p>Proposed staff training plan and how this will be implemented, integrated and continually maintained with measures identified on how customer service will be monitored.</p>
<b>Marketing Plan</b>	<p>Proposed first year marketing, media and public relations plan for the operation, including the launch of the café/restaurant. Plan to include special occasion diary and events marketing strategy for weddings, conferences and other events.</p>
<b>Brand</b>	<p>Brand Consideration – specifically how it will differentiate The Met from the local food outlets.</p>
<b>Mobilisation</b>	<p>The pre-opening activities and timescale proposed to ensure a smooth opening given the programme</p>
<b>Environmental and Ethical</b>	<p>A summary of your proposed approach to environmental and ethical responsibilities, including: recycling; Fair trade/sustainable products; locally sourced products; free range products; packaging materials.</p>
<b>Financial</b>	<p>A projected profit &amp; loss account for the next five years for the Term of trading setting out anticipated sales, gross profits, staff and operating plans and costs and profitability. This should be presented to illustrate each main component of the business separately (i.e. café/restaurant and events) and itemise all proposed overhead cost responsibilities. Proposed concession fee.</p>
<b>Terms</b>	<p>It is envisaged that the operator will be offered a five year contract with an option to renew for a further negotiated period, subject to satisfactory achievement of key performance indicators.</p>
<b>Accounts &amp; Policies</b>	<p>In addition to the above please provide:</p> <ul style="list-style-type: none"> <li>– Company accounts from the last year together with accounts parent company, if applicable</li> <li>– Copies of your company insurance certification</li> <li>– A copy of your company Health &amp; Safety policy including Food Safety</li> </ul>
<b>References</b>	<p>Please provide at least two references that we may contact.</p>

Offers will be assessed based upon the information requested above.

A shortlist will be established based upon these criteria and the responses received. The shortlist will be invited to make presentation to a team comprising the CEO and two members of the Board, following which a preferred supplier will be selected. Each bidder will be evaluated based on price and quality with a weighting of 70% on price and the remaining 30% on quality.



# APPENDIX 1 - Key commercial terms catering management services contract

## SUBJECT TO CONTRACT

### 1. TERM & TERMINATION

#### Term

1.1 The Term will be for a period of 5 (five) years to commence on handover of the Premises ("the Handover Date"). The Met will have the Right to extend the term for further periods of a year at a time after the expiry of the Term subject to satisfactory achievement of Key performance indicators.

1.2 No assignment or under letting of all or any part of the Services or Premises is permitted.

#### Option to Break

The Met will have the option to break:

1.3 Immediately, if the Caterer ceases to trade or ceases to trade under the agreed trading name.

1.4 Immediately, if the Caterer is taken over or merges with another company or goes into liquidation.

1.5 After the expiry of the first anniversary of the commencement date on six (6) month's notice, for any reason at the discretion of The Met.

### 2. FINANCIAL

#### Concession

2.1 The Caterer should bid by providing The Met with a percentage (%) concession of gross turnover (net of VAT) generated from all Services operated by it at The Met.

2.2 Concession will be payable monthly in arrears from the Handover Date within 30 days of the end of each calendar month by electronic transfer. The Met will reserve the right to an independent audit of turnover at random, but no less than twice per year.

2.3 The Concession should be secured by an annual guaranteed minimum sum; the Minimum Guaranteed Payment, payable quarterly in advance.

#### Other Outgoings

2.4 The Caterer will be responsible for all its own costs including food and beverage costs, disposables and sundries, all staff and management costs including all statutory on-costs and the metered utilities costs for the Premises.

2.5 The Caterer will be responsible for servicing, repair and maintenance of all equipment, together with any additional damage caused by them to the building. The Met will be responsible for repairs to the building and structure.

2.6 The Caterer will be responsible for the management and for paying for operational overhead costs including staff, uniforms, marketing materials (menus, posters, flyers, table talkers etc.) cleaning materials, refuse removal (shared), pest control, cash collection, telephone calls, insurance, utilities and kitchen deep cleaning costs.

### 3. FACILITIES & SPECIFICATION

#### Specification

3.1 The Met will provide the buildings and infrastructure and front of house spaces. It will supply the list of equipment as detailed in Appendix 2. It is expected that this equipment will need to be upgraded in the next few years.

### 4. SERVICES

#### Scope of Services

The scope of Services includes the café/restaurant as well as event catering in other parts of the Building and on the Tea Lawn as required.

The Caterer will be the preferred Caterer in the Building subject to its ability to provide what the client requests. For example if clients require strictly kosher catering and the caterer cannot meet the requirements external caterers will be accepted.

The Met reserves the right to run its own bar and refreshments for performances, private views, socials for volunteers, funders and staff and donors. Going forward, the preferred option would be for the caterer to provide this service.

The Met will set the rates for and retain the income from venue/ room hires.

### Pricing

Pricing of food and beverage items including functions is to be agreed with The Met; approval not to be unreasonably withheld. Variations shall be permitted within agreed parameters without seeking approval on every occasion a change is required.

Discount structure as follows:

- \_The Met Staff and approved volunteers 20%
- \_Internal hospitality (e.g. for approved meetings, fundraising events) 20%

The Met is a registered charity whose main purposes are to advance arts and education, and where activities are undertaken to generate charitable income, the Caterer is expected to work collaboratively in order to support these charitable aims and take into account the fact that some types of event may require different pricing structures eg canapés for private views of exhibitions by community artists may be different to wedding canapés.

### Menu

The Caterer must agree the menus with The Met before implementing and should be in accordance with the desire to create high quality fresh food, using quality local produce.

### Service Levels

The Met will monitor service levels regularly and will wish to meet with the Caterer on a formal basis monthly to review financial and operational performance. Mystery visits and customer surveys shall be undertaken at intervals and in such format as shall be agreed with the Trust.

### Cleaning, Health & Safety

Cleaning of the Premises (dedicated kitchen, back of house and servery areas, cellar) is to be carried out by the Caterer, with any third party provider to be approved by The Met.

The Caterer will be responsible for keeping the area around the café/restaurant and the tea lawn tidy and free from litter.

The Caterer agrees to provide the necessary resources, skills and training to support the Premises and adhere to all the necessary legislative requirements for cleaning, hygiene, health & safety and licensing.

### Staffing

The Caterer must ensure sufficient staffing levels are maintained to achieve a high level of customer service consistently meeting The Met service standards and ethos at all times, including a positive and co-operative attitude to working alongside all the activities in the House taking into account the multi use.

All of the Caterer's staff are to attend the The Met Induction Programme.

### Customer Service

As a key partner of The Met in providing Customer Service to all customers and visitors to our building, the Caterer will be expected to work in conjunction with The Met to maintain the standard & ethos of Customer Service provided by The Met staff, and take an integral part in maintaining and leading on excellent customer service at all times.

Any complaints made in writing or by email shall be copied to The Met together with a copy of the response.

### Trading Hours

The Caterer must keep the Premises open during the agreed Trading Hours, to be agreed.

Private functions can be at any time on any day until midnight and it is expected that the Caterer will accommodate their needs.

### The Met holds an Entertainments License.

The Met will act as DPS (Designated Premises Supervisor). Relevant management personnel provided by the Caterer are expected to be Personal License Holders.

### Environmental and Ethical

The Caterer must at all times ensure they act responsibly in relation to the environment, maintaining a responsible approach to recycling, fair-trade/sustainable products, free-range products, locally sourced products, packaging and waste management, and also follow the highest standards of corporate ethics and integrity in their dealings both with The Met and with the customers, clients and consumers of the catering operation.

### Marketing and Public Relations

The Caterer will be responsible for the effective marketing and PR associated with the catering operations at The Met so as to maximise development and growth of the business. The Caterer will provide and implement annual marketing plans, which will be discussed with and agreed by The Met prior to implementation. Any marketing and promotional materials to be approved by The Met prior to production and must carry a Met logo.

## 5. INSURANCE

5.1 The Caterer is not responsible for insuring the fabric of the Building.

5.2 The Caterer's fittings, use and stock etc. are to be insured by the Caterer.

5.3 The Caterer will maintain liability insurances: employer's liability insurance of at least £5,000,000 for any one occurrence public and products liability insurance with a food and drinks extension of at least £5,000,000 for any one occurrence.

## APPENDIX 2 - Catering Equipment

### Fixture & Fittings

60 x Various dining chairs	A-Frame signage	Cloud two zone mixer	Precision multi drawer stainless steel refrigerated counter unit
21 x Square dining tables	Reception counter unit	Hyper Warwick soft drinks cooler	Nisbets countertop induction hob
6 x Circular tables	Lenovo all in computer	Hobart pass through dishwasher w/ stainless steel deep bowl sink unit and drainer stand (Model: Ecomax plus)	Sveba Dahlen 3 tier pizza oven w/ base and extraction
8 x Baby high chairs	8 x Bench seats	5 x Various sized stainless steel wall mounted shelves	Cater-Cool stainless steel under counter freezer
8 x Bar stools	Approximately 25m x bench seating	Stainless steel handbasin	Samsung commercial microwave (Model: CM1529)
20 x Outdoor chairs	3 x Rectangular tables	GreasePak dosing module	2 x Wall mounted stainless steel shelves
7 x Outdoor square tables	Large circular table w/ bench seating	4 Drawer refrigerated counter unit	Kitchen Aid mixer
2 x Parasols w/ bases	Scotsman ice crusher (Model: Crushman)	Stainless steel preparation table w/ heated gantry	Countertop scale
2 x Fixed bar units	Hoshizaki ice storage bin (Model: B-501SA, Serial no: V00157D)	2 x Stainless steel shelves	Rational oven w/ extraction canopy and stand (Model: CM101)
True bar chest fridge (Model: TD-36-12)	Henry vacuum	True 2 drawer counter refrigerator	3 x Metal wire shelving units
3 x Various stainless steel under bar units w/ 2x Sinks	2 x Black plastic shelving units	Blue Deal 4 Hob gas range oven	Stainless steel deep bowl sink unit w/ drainer
True bar chest fridge (Model: TD-50-18)	2 x 5 Hole locker unit	Falcon salamander grill	Chest freezer
Under counter domestic fridge	Mobile multi-drawer trolley	2 Drawer base refrigerator	Vogue stainless steel preparation
LEC under counter double door fridge	Quantity of cutlery, crockery and glassware throughout	Lincat pedestal fryer	Chest freezer
Mazzer Luigi coffee grinder (Model: Major Electronic)	Dawnvale glass washer	2 x Pitco double basket pedestal fryer	Williams upright refrigerator
La Spaziale 2 group coffee machine (Model: 55)	Unifrigor 3 door under counter bottle cooler	Stainless steel extraction canopy	Buffalo countertop induction hob
Electrolux glass washer	Stainless steel underbar unit	Multi drawer stainless steel refrigerated counter unit	Williams cold store w/ 4 x racks
Blizzard under counter freezer	Manitowoc beer chiller, mini compressor and draught lines (Model: Vision V21)	2 x Lincat salamander grills	Logik dryer (Model: LVD7W18)
LEC under counter fridge	J & E Hall Cellar cooler	3 Cupboard refrigerated counter unit w/ pizza prep	Beko washing machine
Vitamix blender	9 Rack beer keg unit with electric hoist	Wall mounted shelf	True stainless steel double door refrigerator
7 x EPOS Systems w/ till drawer	Logik mini fridge	3 Tier stainless steel prep table	Quantity of pots, pans and utensils
8 receipt printers	3 x Samson amplifiers	Double bowl stainless steel sink unit	
Swan hot water dispenser			