

Calls for Expression of Interest for Café at the Civic Theatre



Deadline to submit a proposal – 19 February 2016

**Civic Theatre, Tallaght, Dublin 24
01 4627477 www.civictheatre.ie**

Invitation to Tender for Café at the Civic Theatre

Confidentiality Statement

All interested parties are requested to treat all information which may be gained in the course of this process in the utmost confidentiality, and not disclose any such information to any person or company not directly concerned with the response to this document.

In addition, the Civic Theatre agrees to treat all information provided in relation to this document as strictly private and confidential, and to limit circulation of the information to only those directly involved in the evaluation of this tender.

Invitation to Tender

Civic Theatre Company Ltd trading as the Civic Theatre invites tenders from suitably qualified and experienced catering companies or individuals for the opportunity to operate the café within the Civic Theatre called The Interval Bistro.

This document explains what the Civic Theatre does and the objectives & requirements for the café and for making a submission.



Background & Summary

The Civic Theatre comprises of the Civic Theatre and the café and bar. The building opened as a civic amenity in March 1999, a project of South Dublin County Council and also grant aided by the Department of Arts, Heritage, Gaeltacht and the Islands. Since opening we have developed relationships with most Irish theatre companies and most opera, contemporary dance, ballet and children’s theatre companies, developing healthy audiences for these. It is also used by local groups and schools of drama & dance for their end of year performances.

The Civic Theatre is located in Tallaght at the end of the RED Luas line, at the northside of The Square Shopping Centre and beside South Dublin County Council headquarters, the County Library and Rua Red Arts Centre.

The Civic Theatre consists of a 282 seat theatre and a 69 seat studio theatre with Box Office facilities in the entrance foyer and administrative offices on the top floor. The café area is located on right hand side of the building and is accessible through its own separate entrance facing The Square Shopping Centre and also through the theatre foyer. As such it is an integrated, shared space, belonging to the theatre, rather than a separate location in the building, and hence a key element to the theatre.

Client Name: Civic Theatre

Contact Name & Phone: Bríd Dukes, Artistic Director
01 4627460

Franchise Duration: Commencing late-March 2016. To be reviewed after 6 months and then annually with the option to renew for up to two years at the discretion of the Civic Theatre.

Visitor Numbers: The Civic Theatre attracts approximately 171,070 visitors annually. Our visitor numbers for 2015 are broken down below on a monthly basis, and we expect a similar or increased number in 2016.

Month	Jan	Feb	Mar	Apr	May	Jun	Total
Visitor Number	18570	12152	15498	26557	23456	9730	79406

Month	Jul	Aug	Sept	Oct	Nov	Dec	Total
Visitor Number	8945	1882	10313	23241	23186	24097	91664

Catering Requirements & Objectives

As outlined previously, the café area is located in the theatre building. It is important that anyone taking on the franchise takes into consideration the fact that the café is not a separate location, and by its very nature as a shared space, is effectively part of the theatre and a key element in that side of the building.

The franchise offers a licence to use the premises, and not a right to exclusivity of use or exclusion of those attending the Civic Theatre on business, in or outside café opening hours.

The Civic Theatre is therefore seeking someone to take on the franchise of The Interval Bistro and to run it as an integrated facility within the theatre, working in the best mutual interests of the café and of the theatre.

- Separate entity:** The franchisee must remain a legally registered Company while trading at the Civic Theatre. The franchisee is entirely a separate entity to the Civic Theatre. As a separate business entity the café operator will be responsible for their business administration and operate wholly as an independent business. No other caterer will be allowed to operate in the venue.
- Staff:** The franchisee employees are not nor will be or ever become employees of the Civic Theatre under this contract. The Civic Theatre has no legal responsibility towards the employees of the Franchisee.
- Daytime Café Hours:** The Civic Theatre is open all year. The box office is open from 10am to 6pm Monday – Saturday and is open on Sundays when there is a performance. The theatre is closed on all Bank Holidays weekends (Sundays & Mondays). It is required that the café operate on the same daytime hours as the theatre.
- The café is located in a family friendly, creative environment and the food and drink offered needs to reflect this.
- Evening Café Hours:** The evening performance time for the Main Auditorium is typically 8pm and the Loose End Studio Theatre is 8.15pm or 7.30pm. The evening café service is required to provide a pre theatre menu until 7.30pm.
- Evening Bar:** The bar must be open before all performances and during the intervals, on every occasion on which either theatre has a performance. The franchisee may decide whether or not it is appropriate to remain open after the performance, but must inform the Front of House Manager before the show starts if the bar will not be open after the show.

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The theatre bar operates on a Theatre Licence in the name of the Civic Theatre and therefore the franchisee must adhere to the rules upon which that license is granted. The Franchisee can only sell alcohol prior to, during and after a performance, for the allotted time as per license. Non patrons of the theatre (i.e. people not holding a valid theatre ticket) cannot buy alcohol in the theatre bar. Should the Franchisee wish to sell wine or alcohol during the day, the Franchisee must apply for and receive the appropriate licences.

- Security:** The franchisee must provide their own security when operating outside normal theatre opening hours i.e. Sundays or before 10am.
- Cleaning:** The franchisee is responsible for the maintenance and security of the kitchen, bar, restaurant, “corridor storage area”, and the area leading up to the back fire exit, keeping it in accordance with all health authority rules and regulations. As the Civic Theatre cleaners clean the toilets in the mornings Monday – Saturday, the Franchisee is responsible for the cleaning of public toilets prior to 7pm for the evening’s performances. Toilets should be checked after the lunchtime trade to ensure that they are clean and fully stocked and then signed off accordingly. The management of the theatre reserves the right to engage a cleaning company should café staff clean not meet acceptable standards and bill the cafe.
- Utilities and Waste:** The franchisee will be responsible for any bills (electricity, gas, refuse collection, cleaning, rates, water charges & etc), income tax, social welfare contributions, VAT, any other levies required by law, these must be paid by the operator, and no responsibility shall lie with the Civic Theatre in these regards.
- Wi-Fi:** The café benefits from complimentary Wi-Fi, supplied by the Civic Theatre at no cost to the café operator.
- Name & Branding:** The café is branded as the Interval Bistro and the transfer of the business trading name will need to be arranged with the current operator. All signage must be agreed in advance with the management of the theatre.
- The franchisee shall allow the Civic Theatre to display the Civic Theatre promotional material in the restaurant/bar and the Civic Theatre will include the café in our generic marketing, including our seasonal brochure, social media campaigns, and website, and in other marketing as appropriate. We would also expect the café operator to undertake additional marketing subject to approval of content by the theatre.

Insurance: The Franchisee must provide Liability Insurance in respect of its employees and public liability insurance for the customers of the restaurant/bar, and provide evidence of same to the theatre annually. Please ensure that cover includes stock, wine & spirits, machinery, plant, fixtures & fittings & all other contents, and money on premises. An incident book must be held on the premises and all incidents and accidents must be recorded accurately at the time of happening.

All prospective contractors prior to commencement of operation must have:

- Copy of Employers Liability Insurance Certificate
- Copy of Public Liability Certificate
- Copy of Food Hygiene Certificate
- Copy of their Health & Safety Policy

Health and Safety: The franchisee will require at all times to monitor health and safety issues and to contribute to the day-to-day cleanliness of the café environment, including safe and timely disposal of rubbish and spot cleaning of equipment, floors and windows.

The franchisee will be bound to ensure, where required, that staff members attend appropriate H&S training sessions relevant to the operation of the Civic Theatre. The franchisee must comply with all aspects of the Health & Safety policy and programme in force at the Civic Theatre including the fire safety and evacuation procedures.

Café Size: The current capacity in the café area is circa eighty covers indoors and there is outdoor decking surrounding the café that allows for the possibility of patrons sitting outside when the weather is good.

Café fixtures and fittings: The building and its fixtures and fittings are the property of South Dublin County Council and are leased to the Civic Theatre Company Limited. The Franchisee must receive approval from the Director of the Civic Theatre and through her from the architect's department of the South Dublin County Council prior to removing equipment or making any changes / additions to the facilities including the exterior of the building. Under normal circumstances, minor changes should not be an issue.

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The full inventory of existing equipment etc. supplied in the restaurant/ bar will be signed by both parties before commencement of business.

All catering/bar facilities will be provided by the Franchisee within the venue.

The café operator will be responsible for the provision and maintenance of heating and ventilation systems and for the maintenance and servicing of the kitchen's fitted equipment and fixtures.

A full inventory of existing equipment & architectural drawings are available on request.



Financial Requirements

The contract is offered for an initial one year period with a 6 month review. The franchisee agrees to rent the space from the Civic Theatre for a weekly fee of €600, payable by standing order every Monday one week in advance. The franchisee agrees to pay a fee from the Bar income @10% of gross bar turnover excluding VAT from the commencement of trading. This commission must be paid monthly on the third day of the next month and must be supported with till receipts. A deposit of 8 weeks' rent will be required prior to operation (€4,800).

The contract becomes invalid on the non-payment of the rent or if the contract is not fully adhered to and the space must be vacated immediately. Should the franchisee wish to vacate the premises and thus end the contract, 8 weeks written notice must be given to the Civic Theatre.

Terms and Conditions

The successful candidate will:

- operate the cafe in a professional and flexible manner that will closely reflect and complement the Civic Theatre's work and ethos;
- run the café as an integral part of the theatre, enhancing the day time experience of the visitor to the theatre;
- bring an imaginative new feel to the café, with a fresh and innovative approach to this key facility in the theatre;
- offer value for money and a quality product;
- offer a reliable, family/arts friendly service, ensuring all visitors to the theatre whether visiting artists, café customers, ticket purchasers or contractors are made to feel welcome;
- provide catering as agreed, for example for theatre dinner events, sponsor evenings and special theatre occasions;
- demonstrate support of the activities of the theatre and a clear commitment to its artistic programme and its public;
- work collaboratively with the management and staff of the Civic Theatre in the best interests of the theatre, and of the Civic Theatre as a civic amenity;
- ensure that the Civic Theatre's Health & Safety and Child Protection policies and procedures are respected at all times, in the interests of café staff and customers, as well as the theatres staff and public

Expressions of Interest will be assessed in reference to the above guidelines, and the listed objectives & requirements. Submissions should include details of:

- The Proposal should give detailed information on the type of café offering proposed to include food/beverages/eat-in/take-out options.
- Clientele proposal - daytime and evening (as appropriate);
- Proposed opening hours;
- Proposed pricing structure (food, soft drinks, tea & coffee, etc.);
- Proposed staffing and management structure;

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- Vision for engaging with the Civic Theatre;
- Proposed marketing and publicity strategy;
- Annual business plan, including financial and cashflow projections;
- Knowledge of, and commitment to compliance with the accepted legal standards and operational procedures of catering;
- Proposal for dealing with waste disposal and cleaning requirements;
- Proposal for café staff dress code;
- Names and contact details for two references, one financial and one the most recent employer/leaseholder.

The successful applicant will be obliged to provide the following prior to commencement:

- an up-to-date Tax Clearance Cert (with new certs provided annually to the management of the theatre);
- proof of Public Liability Insurance and Employer Liability Insurance. The successful applicant will be required to indemnify the Civic Theatre against all claims arising from injury caused to members of the public, members of the Civic Theatre or members of the café staff in the performance of the catering operations or the use of any catering materials or equipment, including food poisoning. The successful applicant will be required, prior to commencing operations, to submit to management of the theatre their Employers Liability Insurance Policy, duly extended to indemnify the Civic Theatre as principals and a policy of insurance to cover Public Liability Insurance. Policies to cover cash held on premises and cash-in-transit and motor insurance will also have to be submitted by the successful applicant;
- a copy of Food Hygiene Certificate;
- a Health & Safety Policy in relation to their staff, their areas of operation in the building, and the specific nature of their business;
- adherence to licence requirements/IMRO payments should background music be played in the café area;
- proof of all necessary licences;
- a full list of café staff, ensuring all members of the café team are introduced to the theatre team (continually implemented as staff change);
- commitment to ensuring all café staff attend seasonal briefings on the new artistic season;
- the Civic Theatre security rules must be strictly observed. All café staff must be made aware of these rules.

On receipt of tenders, shortlisted applicants will be invited to interview.

Noise Restrictions: The Civic Theatre operates a theatre which requires that noise in the rest of the building is kept to a minimum to ensure the smooth operation of the theatre.

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How To Apply

Expressions of Interest will be assessed in reference to the guidelines and the listed objectives & requirements included in this document. A pre-tender site inspection can be arranged at an agreed time.

The deadline for applications is 5pm 19th February 2016.

Shortlisting may apply.

Please submit your application to info@civictheatre.ie with 'The Interval Bistro Expression of Interest 2016' in the subject line.

Or by post to Artistic Director, The Civic Theatre, Tallaght, Dublin 24 and write 'The Interval Bistro Expression of Interest 2016' on the top left hand corner of the envelope.

If you have any questions, please do not hesitate to call Bríd Dukes, Artistic Director at info@civictheatre.ie or 01 4627460.