



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

Tender Reference: WorkshopCafe

1. Introduction

As a venue at the heart of the Worksop community, Culture, Learning and Libraries (Midlands), trading as Inspire wish to provide Worksop Library with a café as part of the offer to its customers complimenting the cultural, learning and library service offer.

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

The aims of this provider selection is to put in place a concession agreement with a single provider to operate a café within Worksop 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 Worksop 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 of 6 months is 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 8 Charging and Payments for more details).

Inspire is seeking the provision to be in place no later than Monday 4th August 2025.

2.2 Mobilisation / Handover

The current provider will facilitate a training and handover period up to the start of the concession agreement. An agreed plan between the library manager, current provider and the new concession holder will be required.

3. Strategic Relevance

“Worksop Library is an important community, cultural and learning hub providing a range of activities, and Inspire is keen to continue the to develop it further for the people of Worksop. 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 2024/2025 Worksop Central Library attracted over 100,000 visits.

Events and activities

Worksop Central Library is the one of the largest libraries in Nottinghamshire and has a varied annual programme of events and activities taking place in one of 3 meeting rooms or the library itself.

These range from large scale events such as the annual Fun Place day which takes place on the first Saturday in October, which attracts over 2000 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.

As well as Inspire- organised events, the library's meeting rooms are also available for hire by external organisations.

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.

Worksop Library is a busy and vibrant place with a lot happening on a daily and weekly basis. There is potential for the café to make the library a coffee stop destination for visitors to the library, the park and council services 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.
- Worksop Library is open 56 hours a week over 7 days *

Monday- Friday 9.00am - 6.00pm

Saturday 9.30am - 4pm

Sunday 11am - 3pm

Hires of the library and meeting rooms 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 7.15am Monday to Friday and 7.30am Saturday and 10.30am Sunday.
- The provider will be allowed last exit from the building at 7.30pm Monday to Friday and 4.00pm Saturday and 3.00pm 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 Inspire as part of an integrated approach. Marketing materials, initiatives and signage will be subject to approval from Inspire.
- 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.
- 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 and kitchen areas including periodic cleaning of equipment

4.4 What Inspire will provide

- The café area of approx. 100 sqm
- The café area has sufficient space for 60 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
- 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 buildings contents

4.5 Where the service is required

The café and kitchen are located at the rear of the library on the ground floor.

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 Bassetlaw 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

- The Provider will ensure that all staff 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 Worksof 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

2 x Stellax display fridges.

1 x 2-door SS cupboard

2 x 3-door SS cupboard

1 x free standing table

1 x table-top dishwasher with stand

1 x 3-door Gramm fridge

1 x Gramm freezer

1 x Gramm fridge

1 x freestanding island table

1 x range cooker

1 x Eloma convection oven

3 x small coffee tables

2 x oblong coffee tables

8 x pedestal tables

1 x 6-seater table with bench

4 x settees

22 x upholstered chairs

20 x plastic chairs

1 x tall bench

3 x tall chairs

1 x large 3 tier racking

1 x small 3 tier racking

Floorplan showing location of café and internal photos

The floor plan shows a community center with the following areas and furniture:

- Kitchen:** Located on the left side, containing a sink, stove, and counter.
- CAFE:** Located next to the kitchen, containing high back stools and a bank pool.
- MEETING:** Two meeting rooms, one at the top center and one at the top right, both containing high adjustable pins.
- LOADING:** Located at the top right, containing a bank pool.
- TOILETS:** Located at the bottom left, containing a sink and counter.
- CHILDREN:** Located at the bottom center, containing a bank pool and a middle playground area.
- WET PLAY:** Located at the bottom right, containing a bank pool.
- Central Lounge:** A large circular area in the center containing a bank pool and a middle playground area.
- Other Areas:** Includes a large open space with various tables and chairs, a bank pool, and a middle playground area.

Internal View of library

