

Appendix 1 - Catering Concession Weighted Evaluation Matrix - April 2023

Criteria	Question number	Weighting	Company 1
		100	93
Business plan including summary outline for running the concession (including relevant experience, customer base, operating hours, proposed Go-Live date, management of site specific factors – movement of stock, watering programme)	3.4	20	19
Realistic turnover forecast	3.5	10	9
Investment and design of the catering concession (including details on all components of the catering concession, including but not limited to kitchen, staff welfare facilities, storage, customer counter, customer waste facilities and seating.	3.6	10	9
Example menus and tariffs for the café and event catering including management of alcohol licenses and concessionary (discounted) pricing policy	3.7	10	9
Events programme delivery, detailing how you will operate during the events programme, with details on the Christmas event set up in the Glasshouses	3.8	8	8
Proposed marketing strategy	3.9	4	4
Food safety management system	3.1	4	4
Contract Management Arrangements	3.11	2	0
Detail any proposals for the use of the Tropical House	3.12	2	2
Detail any proposals for re-sale goods concession 1. Within the catering concession specified layout and, 2. Outside the specified layout.	3.13	2	2
Provision of customer toilets and management arrangements	3.14	2	2
Management of deliveries, loading/unloading and staff vehicles	3.15	2	2
Requirements for water, electricity and drainage	3.16	2	2
Food purchasing ethos and approach	3.17	2	2
Ensuring that all staff working in the café are well presented including wearing a clean uniform at all times	3.18	2	2
Health and Safety at work procedures in relation to the storage of chemicals and proposed cleaning schedule	3.19	2	2
Procedure for ensuring there is no cross contamination of food from cleaning materials	3.2	2	2
Managing the disposal and collection of food waste, oil and grease produced from catering activities at the café	3.21	2	2
Ensuring there is a minimal impact on the environment in relation to energy, cleaning materials, recycling and waste	3.22	2	2

Security procedures and managing the collection and banking of monies generated from the running of the café	3.23	2	2
Maintenance, repair and replacement procedures for machines	3.24	2	2
Managing customer complaints	3.25	2	2
Opening and closing procedure and times	3.26	2	1
Proposals for number of operatives to be employed, demonstrating an appropriate and skilled resource.	3.27	2	2