

Invitation to quote for Mobile Food and Beverage Sales concession, West Walk

This document

This document contains important information on how you can quote for this opportunity. Please read it fully and use it when preparing your quote.

About us

Forestry England is the largest land manager in England and custodian of the nation's public forests. Our mission is to connect everyone with the nation's forests by creating and caring for forests for people to enjoy, wildlife to flourish and businesses to grow.

We support the Forestry Commission, the non-ministerial department responsible for protecting, expanding, and promoting the sustainable management of forests and woodlands in England, and work with Forest Research.

More information is available on our website at www.forestryengland.uk.

What we need

We are looking to award a contract for **food and beverage sales concession rights for a mobile refreshment's** unit situated at West Walk car park at:

West Walk, Hundred Acres Rd, Wickham, Fareham, PO17 6JB

Our intention is to award this contract/s on a trial basis for a period of one year. Forestry England will have the option to bring the contract to an end after the first year should the operator not be performing as expected in line with Key Performance Indicators (KPIs).

There will be an option to extend the contract by up to a further 2 years (1+1+1), subject to KPI's being met and all parties in agreement.

The decision on whether to use the extension option available will be at the discretion of Forestry England and we will be based upon performance and wider business planning.

The following information is intended to help applicants, but Forestry England will not accept any responsibility for opinions given nor for any errors, mis-descriptions or change of circumstances that may occur. Applicants will be expected to make their own assessments of the concession potential of the area and submit bids accordingly. In doing so they should bear in mind the effects of any forestry operations, severe weather, events, and other permissions.

Background information

West walk is the largest remaining fragment of the ancient hunting landscape of the Forest of Bere, that stretches from Winchester to Havant. Today, Forestry England manage West Walk and the surrounding woodlands for recreation, wildlife and forest products.

Set over 350 ha of historic woodland within the South Downs National Park, West Walk is a very popular site that serves the nearby populations of Portsmouth, Fareham and Southampton. The site is a key outdoor recreation destination in the area, particularly for family groups and dog walkers who make use of the walking trails, cycling trails, outdoor play and picnic spots that are easily accessed from the car park. The average stay for the 100,000-120,000 visits received annually is a little over 2 hours. Although weekends and school holidays are the busiest time at the site, there is consistent weekday footfall throughout the year.

West Walk car park has capacity for approximately 100 cars with neighbouring car parks of Wood End and Upperford Copse offering parking for a further hundred vehicles. All three sites have well established pay-to-park facilities. As there is no admission fee to access the woodlands, the car park charge contributes to the upkeep of trails, toilets, the car park and other management activities. Parking is paid either by phone with the Ringo App or by card and cash at one of the P&D machines.

- **Toilets:** There is a toilet block on site with separate ladies' and gentlemen's facilities. The toilets are cleaned daily by a Forestry England appointed contractor.
- **Mobile signal:** the site has moderate to strong signal strength across several major network providers. Existing car park payment infrastructure such as pay and display meters and Ringo pay by phone facility work successfully on mobile phone network. Contactless payments facilities are a requirement for the mobile food and beverage sales offer, subject to connectivity requirements being met.
- **Utilities:** Whilst there is currently no provision for mains electricity on site, water and grey water drainage is provided. Forestry England will recover from the operator a set amount of £40 per quarter for the provision of water which will be included as part of the licence fee. The mobile food and beverage sales unit must therefore provide its own power supply to be self-sufficient.
- **Lighting:** There is no lighting in the car park or around the forest.
- **Standing:** The mobile food and beverage sales pitch is on hard standing. The car park surface is crushed MOT with a dust layer on top which means that it is suitable for parking on but cannot be gritted in ice or snow conditions. In periods of severe weather or operations, the car park may need to be closed for visitor safety or maintenance.

Car Park opening hours:

- 7am until dusk, every day except Christmas Day.
- Pedestrian access is available at all times.

Visitor numbers

It is estimated that West Walk receives approximately 100,000-120,000 visitors per annum. During the COVID pandemic 2020-2021 West Walk received approximately 170,000 visits. Over 80% of trips to West Walk are made by repeat visitors, and the majority of visitors travel less than 1 hour to arrive.

Membership

Forestry England offer a membership to West Walk which enables visitors to park for free at West Walk and neighbouring car parks Woodend and Upperford Copse. Membership can

be purchased through the Forestry England website for £38 a year. Membership numbers are increasing year on year reflecting the growth in popularity for this site. In 2018 there were 366 members, 2019 - 389 members, 2020 - 469 members and currently membership stands around 474.

Trails

There is an extensive network of gravel tracks across West Walk. The Forest of Bere trail (4.8km), and the Millennium Walking trail (6km) offer gentle loop walks starting and ending at the car park. Cycling and horse riding (permit-only) can also make use of designated sections of the network.

Site management

The woodland is managed by the Forestry England South Downs beat team, including one Recreation Ranger and Forestry England appointed contractors. There will not always be a member of staff on site as responsibilities cover a large area across the South Downs. However, the Recreation Ranger and Beat Forester will be available by phone and email in between site visits.

Events and permissions

We receive several applications for permission to run events and activities each year, such as Forest Bathing activities we assess each application and if permitted ensure all 3rd party businesses on site are notified of the event in advance.

Forestry England reserves the right to offer additional mobile food and beverage sales opportunities at neighbouring car parks Wood End and Upperford Copse should business planning require. If you are interested in this opportunity, please supply information about what you could offer.

What we are looking for

The concession at West Walk will allow one mobile food and beverage sales unit to operate from the area delineated in the associated site location maps. The exact location for the mobile food and beverage sales unit will be decided between the supplier and Forestry England in advance of opening. The unit must be presented to a high standard and must meet all current health and safety and hygiene legislation including COVID-19 requirements.

We are looking for a vendor with a mobile refreshment unit to provide onsite services for a minimum of 5 days a week, two of these days should be Saturday and Sunday. Peak times such as school holidays should be prioritised. We are open to alternative suggestions for number of days per week. Whilst hours of operation must remain consistent with our regular opening hours, actual trading hours are flexible subject to demand. The vendor will not be permitted to sell anything other than food and drink unless Forestry England offers the opportunity for you to sell Forestry England products.

Any vehicles, trailers and associated sales infrastructure must be removed at the end of each day. This includes signage, litter, and waste. There is a possibility of overnight parking of trailer at a nearby site, but this would be subject to negotiation separate to this invitation to quote.

An applicant's unit should be available for inspection prior to the issue of any permission and a recent photograph of the unit should be included with any submission. Regular audits will be carried out by Forestry England throughout the permission period and the operator must be registered with the relevant environmental health department.

The successful applicant will be required to produce proof of Public Liability Insurance of ten million pounds minimum cover. The successful candidate will also be held responsible for maintaining the car park free of any litter arising from sales, and to provide adequate litter bins/collection points for customers. Removal of litter from the site will be the responsibility of the food and beverage sales provider.

The successful applicant will be required to register their food business with the relevant Local Authority before trading. Evidence of Food Hygiene Certificates and other health and safety requirements will be monitored through the KPIs associated with the licence.

The licence holder will be responsible for any rates and taxes that may be levied on the concession by the appropriate authorities.

Forestry England reserves the right to close the site during periods of severe weather and to carry out all forestry operations or ancillary work e.g., fencing, road construction etc. and the concession holder must accept all risks involved. No claim will be entertained for reduction in visitor numbers or sales or any other reason resulting from Forestry England's programme of operations in the area or for any other reasons beyond their control.

In line with our health and wellbeing messages Forestry England is keen to encourage high quality and healthy food options as well as locally sourced produce. A sample menu must be included with your bid.

Environmental Responsibility

Forestry England work hard to leave a positive impact on the environment, we are looking for partners with the same ethos. Where possible local supplies should be used to reduce food miles. Single use plastics should not be used, and we encourage the use of reusable, recyclable or biodegradable food and drink containers. We welcome innovation from tenders to improve environmental standards of the refreshment unit. Provision of cleaner power generation and consumption should be well considered including subsequent sound and air pollution (maximum 70dBA at 7m).

Social Responsibility

Forestry England is the largest provider of recreation in the South and we are proud of the positive social impact we make; we are keen to engage with partners who can help us further this. The concession should provide a range of healthy eating options and ensure customer dietary requirements are well met. We are keen to collaborate with food and beverage sales partners with charitable missions addressing identified local or national needs. Applicants should provide details of any relevant policies, governance or legal status to fulfil these aims.

Raising Awareness and communication

The concession is likely to be the first point of contact for visitors to the woods so we would welcome tenders from people who are willing to work with us to promote the woodland and help us deal quickly and effectively with issues. Subject to agreement, occasional opening and closing of access points and toilet facilities may form part of the permission with the successful operator. From time to time, we may require partners to assist in communicating with visitors about current affairs such as harvesting, wildlife or recreational activities. The gathering of feedback and customer opinion may also be necessary.

Behaviour and presentation of staff

We expect your staff to be well presented, professional and respectful of all visitors, other onsite businesses, and Forestry England staff in West Walk.

Quarterly turnover reporting

There will be a requirement for the operator to provide Forestry England with accurate Quarterly turnover figures. These will be reviewed at Quarterly KPI review meetings

Type and term of contract

The permission will operate under a licence agreement for the period of one year. There will be an option to extend the contract by up to a further 2 years (1+1+1), subject to KPI's being met and all parties in agreement. There may also be an option to extend the contract for a further period subject to the agreement of Forestry England.

1. The permission will be subject to a minimum base fee of £6160 per annum payable in equal quarterly instalments (£1,540) Payment must be received within 30 days. Bidding operators are invited to declare their proposed annual base fee based upon their business planning. Details of how this is scored is available in the evaluation table below 'Financial offer'.

At the end of the contract Forestry England will review costs and local evidence for demand of food and beverage sales facility to determine if it will be tendered again.

Note: Tenderers must include details of any areas where they will not be able to comply with these requirements. If your Tender does not meet these requirements, we reserve the right to reject it completely.

Notes for completion and conditions

Definitions and purpose

The “authority” or “we” means Forestry England, or anyone acting on behalf of Forestry England, that is seeking to invite suitable Suppliers to participate in this procurement process.

“You”/” Your” or “Supplier” or “Bidder” or “tenderer” means the body responding to this Invitation to quote (ITT) i.e., the legal entity submitting a quotation.

Important dates

The table below sets out the key dates you should be aware of for this quotation. We will keep you updated of any changes to these dates. We reserve the right to cancel or withdraw from the quote process at any stage.

We recommend that you visit the site before submitting a quote. You are welcome to visit West Walk during car park opening hours.

What is happening	When
Closing date for your questions	12 noon 6 th March 2023
Closing date and time for quote returns	12 noon 10 th March 2023

Mobile unit inspection (provisional)	16 th March
Results issued	17 th March 2023
Expected contract start date	1 st April 2023

Your questions

You are encouraged to ask any questions you have about the contract and the quotation process. All questions need to be emailed to southern.reception@forestryengland.uk Please send your questions by the closing date given in the important dates table above.

We send out the questions we have received and our answers to all those that have been invited to quote. We will not identify who has asked the question. Please clearly mark any commercially sensitive questions that you do not want us to share.

General instructions

- Your completed quotation and all accompanying documents are to be in English.
- All prices must be in sterling and exclusive of VAT.
- We do not have to accept the highest financial offer, or part, or all any quotation.
- All information supplied to you by the us must be treated in confidence and not disclosed to third parties.
- All details of your quotation, including prices and rates, must be valid for our acceptance for a period of 30 days.
- Once the contract has been awarded, any additional costs incurred which are not reflected in the quotation will not be accepted for payment.
- Offering an inducement of any kind in relation to obtaining this or any other contract with Forestry England will disqualify your quotation from being considered and may constitute a criminal offence.

What to send to us and how it will be scored

Send your completed quotation to southern.reception@forestryengland.uk before 12 noon 3rd March 2023.

With your quotation you must provide evidence to fulfil the health and safety requirements, scanned certification and documentation can be attached alongside the quotation.

Your organisation will only be evaluated based on the information you present. If you do not mention any applicable previous experience of working with us in your reply, we cannot take this into account.

Forestry England reserve the right to request an inspection of applicants mobile food and beverage sales facilities and associated sales infrastructure during the procurement process. This may be used to inform the selection panel of suitability alongside written quotations.

Please do not send any information that is general company or promotional literature, as this will not form part of our evaluation. Any additional documents you provide must refer to a question within the quotation and be easily identifiable as the answer.

Evaluation Table

In your quotation you must answer the following evaluation criteria. How we will score each part of your quotation is shown in the table below.

Item	Evaluation Method	Evaluation criteria
Insurance	Pass/ fail	<p>Pass - You must either confirm that you have the required levels of insurance in place for each and every claim rather than on an aggregate basis or, alternatively, undertake that should you be successful, that such levels of insurance will be available to you and that you undertake to maintain these levels of insurance for the duration of the requirement.</p> <p>Fail - If you cannot make such a commitment, your bid will fail in its entirety.</p>
Food Business Licence	Pass/ fail	<p>Pass - You must confirm that you already have or are willing to attain the correct Food Business registration/licence with the relevant Local Authority before commencing trading.</p> <p>Fail - If you cannot make such a commitment, your bid will fail in its entirety.</p>
<p>Health and Safety</p> <p>Provide details of the relevant certification, policies and procedures to maintain a high standard of health and safety requirement for this offer. These include:</p> <ul style="list-style-type: none"> • Risk assessments • Food Hygiene Certification • Food Hygiene rating • Fire Safety Policy including service of fire safety equipment • Accident Incident Policy including reporting procedure • Portable Appliance Testing 	Pass/ fail	<p>Pass - Evidence has been provided that demonstrates an appropriate level of competency for each item in this section. If currently you are unable to provide evidence of compliance for aspects of health and safety please state so and offer assurance that this will be addressed before licence commencement.</p> <p>Fail - If you cannot provide sufficient evidence that demonstrates an appropriate level of competency and compliance for each item in this section your bid risks failing in its entirety.</p>

<ul style="list-style-type: none"> Waste Management Procedure COSHH fulfilment 		
Safeguarding	Pass/Fail	<p>Pass - You have confirmed that DBS disclosures will be obtained for all relevant staff and that subsequent safeguarding procedures will ensure a safe working and customer environment.</p> <p>Fail - You have not confirmed that DBS disclosures and safeguarding procedure is or will be in place. If you cannot make such a commitment, your bid will fail in its entirety.</p>
Financial reporting	Pass/Fail	<p>Pass - You confirm that you are willing to provide Forestry England with quarterly financial reports indicating daily income for the previous quarter for the awarded site.</p>

Evaluation Criteria	Weighting (%)	Evaluation Score
<p><u>Human Resource</u></p> <p>Provide details of the training and experience of your staff, including but not limited to:</p> <ul style="list-style-type: none"> Food and beverage sales staff qualifications and experience First Aid certification Any additional relevant business experience such as finance, marketing and hospitality Any additional experience in environmental, outdoor recreation sector <p>Provide details of how you intend to fulfil this offer in case of staff absence such as sickness/holiday.</p>	15	<p>0 Unacceptable - Unanswered or the evaluators do not have any confidence in the bidder's proposed delivery of the requirement.</p> <p>1 Poor - The information submitted is very limited or not relevant or contains significant weaknesses; and/or no supporting documentation has been provided; and/or the evaluators have significant reservations regarding the bidder's proposed delivery of the requirement.</p> <p>2 Limited - The information submitted is limited or contains many minor weaknesses; and/or insufficient supporting documentation has been provided; and/or the evaluators have limited confidence in the bidder's proposed delivery of the requirement.</p> <p>3 Satisfactory - The information submitted addresses most aspects of the requirement; and/or provides acceptable methodology and supporting information that contains no more</p>
<u>Infrastructure</u>	15	

<p>Describe and exhibit your proposed Mobile Food and Beverage Sales Unit together with related equipment and resource you intend to use to fulfil this offer. Your response must include, but is not limited to:</p> <ul style="list-style-type: none"> • The sales vehicle or trailer • Furniture and fittings • Food and beverage sales equipment including production equipment such as ice cream and coffee serving machinery • Power generator or source detailing noise and efficiency rating • Electronic Point of Sale and Payment facility • Signage 		<p>than moderate weaknesses; and the evaluators have moderate confidence in the bidder's proposed delivery of the requirement.</p> <p>4 Good - The information submitted addresses all aspects of the requirement; and/or provides a clear methodology and relevant supporting information, containing only very minor weaknesses; and the evaluators have confidence in the delivery of the requirement, with no more than very minor reservations.</p> <p>5 Excellent - The information submitted addresses all aspects of the requirement in detail; and/or provides a clear and complete methodology and relevant supporting information which does not contain any weaknesses; and the evaluators have complete confidence in the delivery of the requirement.</p>
<p><u>Product</u></p> <p>Describe your proposed Mobile Food and Beverage Sales Offer for Forestry England. Your response must include, but is not limited to:</p> <ul style="list-style-type: none"> • A description and presentation of your brand identity as exhibited on any signage, packaging and sales materials • The types of food and drink you would offer including healthy and special diet options. Identify any specific local produce and their suppliers. Provide a price list of goods for sale • 	20	
<p><u>Environmental Responsibility</u></p> <p>Describe what positive impact you intend to make on the environment through your Mobile Food and Beverage Sales Offer for Forestry England. If possible, give examples of how you have</p>	15	

<p>managed to achieve such impact previously. Consider:</p> <ul style="list-style-type: none"> • The type of food and drink serving containers, cutlery, and packaging you use. Identify any specific biodegradable or compostable products • Your waste management policy/procedure or associated experience • Your choice of suppliers and their related environmental impact 		
<p><u>Social Responsibility</u></p> <p>Describe what positive impact you intend to make on society through your Mobile Food and Beverage Sales Offer for Forestry England. If possible, give examples of how you have managed to achieve an impact previously. Consider:</p> <ul style="list-style-type: none"> • Customer sales journey • Enhanced customer connection to the natural environment • Enhanced customer awareness of social or environmental concerns • Other socially driven mission and business objectives • Reinvestment of profits for social purpose 	15	
<p><u>Financial Offer</u></p> <p>Base Fee Offer: You are required to provide us with an offer for what you are prepared to pay for base fee with a minimum of £6160 per annum. (eg Base fee offer: £7200 per annum)</p>	20	<p>Using this calculation, the highest financial offer percentage will be given the maximum score available i.e., 20. The score of any other bid will be determined by dividing that bid by the highest offer and multiplying by the maximum score. These scores represent the percentage by which the offers are less advantageous to Forestry England compared to the highest offer.</p>

Supplier details	Answer
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Full name of the Supplier completing the quotation		
Registered company address		
Registered company number		
Registered charity number		
Registered VAT number		
Name of immediate parent company		
Name of ultimate parent company		
Please mark 'X' in the relevant box to indicate your trading status.	i) a public limited company	
	ii) a limited company	
	iii) a limited liability partnership	
	iv) other partnership	
	v) sole trader	
	vi) other (please specify)	
Please mark 'X' in the relevant boxes to indicate whether any of the following classifications apply to you.	i) Voluntary, Community and Social Enterprise (VCSE)	
	ii) Small or Medium Enterprise (SME) ¹	
	iii) Sheltered workshop	
	iv) public service mutual	