

Request for Tender (RFT) – Community Cafe and Catering Management

1. Purpose and Introduction

Purpose of Tender

To appoint a professional and community-minded provider to oversee the delivery and management of the **community cafe and catering service** that runs out of **422 Community Hub**. The provider will run the day-to-day operations of the Café and also provide catering services where required for venue hire and events at the Community Hub.

422 Community Hub (422) - Introduction

422 began in 2020 when **Manchester Vineyard** took operational ownership of a derelict former youth centre through a community asset transfer, to help them fulfil one of their objectives of the charity, this is on a long term lease arrangement. Then, through generous donations, grants and volunteer labour, the building was transformed into a thriving community hub. The hub now has a large meeting hall, cafe and kitchen, multiple office spaces and varying sized meeting rooms.

422 seeks to serve Manchester by practically and compassionately meeting the needs of the local community in which the Hub resides. It is located in a community with one of the highest levels of poverty in the UK and seeks to alleviate the impact of this and improve social outcomes for the local population. This is done through:

- Operating a community cafe and catering service
- Running community programmes, such as the 422 Pantry, Toddler Stay and Play, Growbaby and more
- Offering room hire to local organisations
- Offering working space to local business owners to help generate economic growth in the area
- One-off projects and events, such as community fun days and workshops

Manchester Vineyard (MV)

MV is a local Christian church and registered charity (No. 1165564) which started in 2016 with the vision to love Jesus and love Manchester. Our mission is to see “Hope restored. A community transformed.”

Ever since it began, **MV** has sought out real ways to be a blessing to Manchester, and a significant way in which **MV** are doing this is through their compassion project, the **422 Community Hub**.

The Opportunity - Additional Context

The Community Cafe has recently undergone a refurbishment in September 2024 that makes it a beautiful and desirable space for the community to meet in. It is located within the 422 building and plays the role of a central hub to all that happens in the building. We are looking for the right organisation to partner with who will come in to deliver an exceptional service through this wonderful space.

422 itself is located on Stockport Road (A6), one of the busiest roads into Manchester. With the right partnership, we believe the cafe can become a thriving, successful establishment that serves the local community and optimises the innate benefits of its location and high level of traffic that passes by the building. The area has also seen an increase in government investment in previous years that we expect to help stimulate growth and opportunity.

This opportunity is not to be missed as it offers the support and partnership of 422 to help grow and develop the right organisation to develop their services in a cooperative and compassionate environment. Applicants should be parties that are motivated and ambitious to develop a thriving community cafe that is both successful for them and the community it serves.

As it stands, there are also no other community cafe competitors in the area and therefore you have a brilliant opportunity to champion the local area and set a high standard of cafe experience for those who otherwise might not access this type of service.

You will also benefit from being our recommended catering provider for 422 venue hire clients and any events run by 422. This means as we grow, your opportunity to do so will too.

2. Current Situation

The cafe is currently open 9am - 3pm Monday to Friday and offers a limited cafe experience. We are looking for a new provider to help set a new direction for the cafe that will help it better serve its local community and expand 422's compassionate mission. We want to provide a full community cafe service for our local community, encouraging higher levels of engagement (getting people into the 422 building) and to better serve those who are already visiting 422.

3. Scope of Services

Please see below list of services/key items that we are looking for in a new community cafe and catering provider:

Community Cafe

- Full service of cafe food and beverage offering: Cold/Hot drinks, hot food, cakes/snacks etc (with seasonal menu rotation and an offering that will be enjoyed by our diverse community)
- Present, welcoming and pro-active team that ensure a high standard of customer care and cafe cleanliness
- Ordering, storage and management of stock
- Develop an affordable pricing model that is accessible for those on low incomes
- Work with the 422 team to establish avenues of food provision for those experiencing food insecurity
- Be inclusive and welcoming to all who visit 422
- Able to meet minimum required opening hours of Monday-Friday 8-4pm
 - Consideration to extend opening hours to 5pm and to include evenings and weekends (can be discussed)

Catering

- Offer a menu suitable for event catering for venue hire clients and projects run by 422/MV.
- Ability to use facilities for external catering outside of 422 - T&Cs apply

General

- A willingness to partner with 422 in delivering projects if grant funding is found, such as:
 - Dinner clubs for the elderly
 - Breakfast clubs for single parents and kids
- An understanding that the cafe is the unofficial gathering space for lots of individuals that visit 422, such as:
 - Room hire clients
 - Service users of 422's community projects
- Commitment to open, positive communication and conducive working practices with 422 staff
- Willingness to explore ways in which partnership can increase opportunity to support the local community, such as offering volunteer hours to those wanting to be involved.
- Willingness to attend training offered by 422 such as trauma awareness, area induction etc.

4. Responsibilities and Qualifications

Key responsibilities held by the tendering organisation:

- To be registered with the Food Standards Agency (FSA) as a food business operator
- To hold adequate insurance for all required activity
- To have relevant HACCPs, risk assessments and Safer Food Better Business plan in place (or similar)
- To hold level 3 Food and Hygiene qualifications for all supervisor staff members
- To hold level 2 Food and Hygiene qualifications for all other staff involved in food production and service
- To record relevant temperature checks of equipment and at the key times required in food production
- To maintain cleanliness of cafe toilets (can be outsourced back to 422 for an increased rent fee)
- To provide suitably trained staff in all areas of cafe service e.g. barista trained, manual handling etc

Key responsibilities held by 422:

- Fire safety
- Gas safety
- Building maintenance
- Pest control

- Provision and maintenance of existing equipment
 - Full inventory of existing equipment (owned by 422) will be provided that partners will be able to use. If successful applicants would like to bring more equipment/buy different equipment that can be done but maintenance and replacement of those items will be the responsibility of the third party.

Key understanding:

Applicants will have full rights to run the cafe as laid out in a successful proposal but recognition is required that this is done in partnership with 422. Joint decisions will need to be made on certain areas of operation that would change the space or significantly impact 422 as the lessor and a partnered organisation, such as:

- Public facing signage / Marketing
- Cafe decoration
- Changes in equipment
- Any change to opening hours or operating model
- Being able to work in sympathy with the values and ethos of 422 and MV

5. Contract structure

Contract form: Service Level Agreement (SLA)

Duration: Jan 2027 – Jan 2029, with option to extend if desired by both parties and upon completion of a renewed SLA

6. Pricing and Model

We are committed to partnering with organisations that align with our values and vision, and we aim to create opportunities for mutually beneficial collaboration. While the proposed pricing reflects the costs associated with delivering this service, we remain open to discussion and, for the right partner, are willing to explore highly competitive and flexible pricing arrangements.

Monthly rent fee for access to cafe and kitchen spaces (excluding VAT). May change in line with increased costs.

- Year 1 - £400 per month (£4800 per annum)
- Year 2 - £500 per month (£6000 per annum)
- Year 3 - £600 per month (£7200 per annum)

7. Information to be Provided in Proposals

Interested firms should submit a proposal including:

1. Plan to deliver the service
2. Firm Profile – company number, background, size, locations, governance, and sector expertise.
3. Experience – recent and relevant to tender request
4. Team Composition – names, qualifications, and roles
5. Demonstrate how your service will align with the vision and values of 422
6. Sustainability strategy
7. References – at least two business references/client testimonials if an existing organisation

8. Governance, Compliance & Risk

1. Food Standards Agency (FSA) Registration Details
2. Information security & data protection: GDPR compliance
3. Health & Safety: Risk assessments, Safer Food Better Business plan, HACCPs (examples of previous work accepted as will need to create specific ones for new space if successful)
4. Insurance requirements: Public liability, professional indemnity, employers' liability

9. Tender Process & Timetable

- Issue of RFT: August 2026
- Deadline for Questions (or can be a 30 mins online or in person meeting): One month
- Deadline for Submission: Two months
- Shortlisting, Interview and Site Visit: Three months
- Decision & Notification: ASAP - with commencement of services to be decided with successful applicant
- Commencement of Community Cafe and Catering Services: TBC

Submissions must be sent electronically to:

Contact Name: Liam Whittaker-Shaw

Position: Business & Operations Manager

Email Address: Liam@422manchester.org

Or by post to:

FAO Liam Whittaker-Shaw, 422 Community Hub, 422 Stockport Road, Manchester, M12 4EX

10. Evaluation Criteria

Proposals will be evaluated on (place ideally in order):

- Understanding and alignment with vision and values of 422 - 40%
- Strength of proposal (Financial model and operational approach) - 30%
- Relevant experience – 30%

11. Confidentiality & Terms

All information provided in this RFT is confidential and must not be disclosed without written consent. Manchester Vineyard reserves the right to accept or reject any tender, negotiate terms, or not proceed with an appointment.

By submitting a proposal, you agree to Manchester Vineyard processing your application and data as part of the process (see our Data & Privacy Policy here - [Manchester Vineyard Data Protection and Privacy Policy](#))

12. Contact for Queries

For any queries, please contact:

Name: Liam Whittaker-Shaw

Position: Business & Operations Manager

Email: Liam@422manchester.org

13. Appendix

1. Charity details:
 - o Manchester Vineyard - Charity No. 1165564
2. Principle and project websites:
 - o Manchester Vineyard: <https://manchestervineyard.org/>

o 422: <https://422manchester.org/>

Thank you for considering the tender request and we look forward to hearing from you.

Yours sincerely

A handwritten signature in black ink that reads "L. Whittaker-Shaw". The script is cursive and fluid, with the first name "L." followed by "Whittaker-Shaw".

Liam Whittaker-Shaw
Business & Operations Manager - 422 Community Hub
On behalf of Manchester Vineyard