



Invitation to Tender

Catering Services for

Museum of Power

Hatfield Road, Langford, Maldon, Essex, CM9 6QA

Charity No: 1087459

Tender Reference: MoP2019SPTR

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Introduction

The Museum of Power (MoP) is an independent Museum run by a Board of Trustees, a large and dedicated team of volunteers and a small staff team. It is housed in a former 1920s Steam Water Pumping Station in Langford, three miles outside the town of Maldon in the County of Essex.

The Museum is set in 7 acres of grounds through which runs the River Blackwater and is responsible for the preservation, display and interpretation of the historic buildings and a collection of predominantly industrial heritage artefacts including steam, oil and diesel engines, associated objects and archives, a belt driven workshop, a miniature railway and a model village.

The pumping station buildings and its star exhibit, a 1931 Lilleshall Triple Expansion Steam Engine, the single remaining example of three used to pump water from Langford to Southend-on-Sea, have Ancient Scheduled Monument & Heritage Engineering Listed status respectively. The building and grounds are leased from Essex & Suffolk Water/Northumbrian Water and support delivery of their corporate social responsibility portfolio.

The Museum delivers an extensive programme of events and activities reflecting seasonal interests, national celebrations and anniversaries both on its events field, in the courtyard and the main building.

Within the main Museum building is the Steam Pump Tea Room (Tea Room) and within the event field, is the Pavilion. This Invitation to Tender sets out details of the anticipated service and performance standards that the tenderer is required to meet in the Contract.

The Museum is seeking tenders from suitably qualified contractors to operate the Tea Room and Pavilion on 'Event Days', the opportunity to provide catering for events, functions and meetings held organised by the Museum, together with events organised by the tenderer directly. If the tenderer is not able to provide the catering needs of the specific event, then the Museum reserve the right to offer the catering to a third party.

For further general information on the Museum, please visit our web-site: www.museumofpower.org.uk.

General Guidance

This Invitation to Tender ("ITT") has been prepared by the MoP for use by those tendering for the Contract ("Contractor"), any associated professional advisers and other parties essential to preparing the Tender for the Contract but for no other purpose.

The information contained in this ITT and all subsequent information and documents provided by the MoP pursuant to this procurement must be treated as confidential and must not be disclosed to any third party. If you are unable to comply with this requirement you must destroy any hard copies held of this ITT and all associated documents immediately and not retain any electronic copies.

No warranties or opinions as to the accuracy or completeness of any information provided in, or which accompanies, this ITT or otherwise or as to the powers and/or status of MoP shall be given at any stage by MoP and any liability for any inaccuracy or incompleteness is therefore expressly disclaimed by MoP.

Any person or company considering making a decision to enter into contractual relationships with MoP on the basis of the information provided by or on behalf of MoP must make their own

investigations and form their own opinion in relation to the status, completeness and accuracy of all such information and in relation to the status and/or legal and regulatory requirements and powers of MoP.

Your attention is drawn to the fact that, by issuing this ITT, MoP is in no way committed to awarding any contract and reserves the right to cancel the tendering process at any point. MoP shall not be liable for any costs resulting from any cancellation of this tendering process nor for any other costs incurred by those expressing an interest in or tendering for this Contract opportunity.

You are deemed to fully understand the process that MoP is required to follow for this ITT under relevant European and UK legislation.

Please read the instructions carefully as failure to follow the process correctly could result in your submission being disqualified. Whilst this document is being utilised for the Invitation to Tender, it is intended the content will also be utilised to a Contract with the successful Contractor

Any questions must be forwarded to Mark Weale, Vice Chair – Board of Trustees via e-mail: mark.weale@museumofpower.org.uk no later than 12 noon on Thursday, 15th August. Unless the Museum deem that an answer is of a commercially sensitive nature, answers to all questions raised will be provided to all tenderers.

Form of Tender

The expected tender response should reflect the following information as a minimum:

- Introduction to your organisation, including:
 - Company Name and Trading Name (if different)
 - Company Registration Number
 - VAT Registration Number (if applicable)
 - Company Address
 - Company Telephone Number
 - Is your organisation:
 - Public limited company
 - Limited company
 - Limited liability partnership
 - Sole Trader
 - Trading Partnership
 - Other (please state)
 - Details of any formal investigations your organisation has been subject to in the last three years
 - Main contact for this tender:
 - Name
 - Telephone Number
 - E-mail Address
- Overview of the people who will be involved in this project
- Relevant Experience of similar projects within the last 24 months including:
 - Client's Name and Location where service was delivered
 - Brief Description of services
 - Turnover
 - Start & Finish Date (if applicable)
- Referees – at least 2, based on projects cited as relevant experience
- Methodology for undertaking the Contract including timetable and milestones
- Caveats and Assumptions

- Details of relevant insurance certificates and other certification associated with delivery of the Services
- Confirmation your Tender will be applicable up to 60 days post the submission date
- Confirmation you will be able to attend an interview Tuesday, 3rd September at the Museum of Power in Langford.

Return of Tender

Your Tender response should be submitted by **4pm on Friday, 16th August**. Please note:

- the Museum is not open on a Monday but a post box can be located behind the railings/adjacent to Gate No. 1, which is located opposite Langford Village Hall.
- Gate No. 1 will be open on the 16th April from 9.30am but Gate No. 2/the main public gates will remain closed.

Please submit 1 hard copy and 1 electronic copy (data stick) of your Tender response to:

Mr Mark Weale
 Vice Chair – Board of Trustees
 Museum of Power
 Hatfield Road
 Langford
 Essex CM9 6QA

The envelope should reflect the Tender Reference: MoP2019SPTR.

Any tenders received after this date and time will not be taken into consideration by the Museum as part of this tender process.

Assessment Process & Interviews

After the closing date the tenders will be opened in and compliant submissions will then be evaluated and scored by an assessment panel.

Only the information supplied in the manner requested within this document will be assessed. The Museum regrets that it cannot evaluate any other form of submission, e.g. sales brochure and company literature.

The tenderers will be advised on Tuesday, 20th August 2019 if they will be requested to attend an interview on Tuesday, 3rd September 2019.

Evaluation and Contract Award

The basis of the tender is for the applicant to provide the service as described in the specification.

The Museum does not bind itself to accept the lowest or any tender and will not in any circumstances reimburse the cost of preparing and submitting tender.

The Contract will be award on the basis of which the tender is assessed and the most economically advantageous to the Museum, taking equally into account quality, experience and proposed fee commission for additional services.

Following the selection and approval process, the successful contractor will be notified on Wednesday, 4th September and unsuccessful applicants will be notified at this time. A letter of intent will be raised and a proposed contract provided on this day to the successful tenderer, with references and due diligence being undertaken thereafter. It is anticipated that these activities

will be completed by Wednesday, 11th September and commencement of the contract will be 30th September 2019.

1. Introduction

The MoP is seeking Tenders from suitably experienced contractors to operate the Steam Pump Tea Room and Pavilion on event days, as well as the option to provide catering for the additional events organised by the MoP from 1st October 2019, subject to final Contract negotiations with the MoP.

2. Services, Aims and Objectives**2.1 Contractor Services**

The Contractor will be responsible for the following Services:

- (i) operation of the Steam Pump Tea Room and catering services, including hot and cold beverages and food
- (ii) operation of the Pavilion and catering services, including hot and cold beverages and food to support the Museum's 'What's On' event's programme (please see the Museum's web-site for details: www.museumofpower.org.uk)
- (ii) additional catering functions to support MoP activities
- (iii) removal of refuse, food waste and cooking oil
- (iv) retention of a 5* rating / level of certification under the Food Hygiene Rating Scheme as accessed by Maldon District Council (date of last assessment: 12th September 2018)
- (v) provision of a music licence
- (vi) licence to sell alcohol in the Tea Room or Pavilion (currently not held).

2.2 MoP Services

The MoP shall use all reasonable endeavours to supply the following services but shall have no liability as a result of any failure of the same unless caused by its own act or omission:

- (i) Internet link (to be used for business purposes only)
- (ii) Toilets. Responsibility for cleaning is proposed as an additional service – see paragraph 14.1.10 below.
- (ii) Heating and light – it is anticipated that the parties will agree that the current arrangement in this respect are satisfactory.
- (iv) Access to a landline telephone – for incoming calls only.

2.3 Aims and Objectives

2.3.1 The MoP is seeking a Contractor to work in partnership to deliver the following aims and objectives for the provision of the Services:

- (i) maximise the number of persons utilising the Premises in the most cost effective manner

- (ii) to create a high quality profile and promotion of the Services available, encourage visitors and local residences to make use of them and thereby ensure these objectives are met
- (iii) to invest in improvements to existing facilities and the development of new facilities in order to increase the use of those facilities and the range of opportunities
- (iv) to work with MoP management to develop new business opportunities for both parties
- (v) work with the MoP management to ensure the Services are undertaken to support sustainability, e.g. environment, energy, pollution, transportation, resources, recycling, community, etc.
- (vi) to assist the MoP in maintaining the visual integrity and ambience of the Tea Room and Field Pavilion on event days to encourage maximum use.

2.3.2 At all times the Contractor shall assist the MoP so far as is reasonable and consistent to ensure that these Aims and Objectives are met.

3. Menus and Pricing

3.1 Menus

The Contractor will develop catering services and menus covering (as a minimum) the provision of hot and cold food and drinks and a reasonably varied seasonal menu, recognising the nutritional needs and healthy eating requirements of its customers. The menus shall be agreed with the MoP, taking into account their reasonable comments and suggestions.

3.2 Pricing

The Contractor shall ensure that pricing for the Services is structured in such a way to encourage full use of the Tea Room and Pavilion (on Event Days) when in operation.

4 Premises & Nature of Occupancy

4.1 The Premises

The Tea Room and kitchen, patio area and Pavilion (on Event days) (“the Premises”) are situated at MOP’s premises at Langford, together with the equipment and fittings as set out in the attached inventory (“the Equipment”) and which is the property of MOP or Essex & Suffolk Water (the ‘Landlord’). It is anticipated that the Premises will be designated as ‘dog friendly’ use.

4.2 Nature of Occupancy

Nothing contained in the Contract shall create or imply the creation of any form of lease or tenancy agreement between the parties and the Contractor shall at no time have any interest in the Premises greater than a licence to operate.

5 Hours of Trading

5.1 The Contractor shall ensure that the Tea Room is operated, as a minimum, during the opening hours of the MoP set out in paragraph 5.4 below.

- 5.2 The Contractor shall ensure the Pavilion is operated to support the MoP's 'What's On' Programme.
- 5.3 In addition, the facilities will be available for hire out of normal opening hours for a variety of functions. The hours required will be agreed between the Contractor and MoP.
- 5.4 The current opening hours for the Steam Pump Tea Room are as below, however, the Contractor may wish to suggest alternative hours within their tender response.
- 10.00am to 4.00pm Wednesday to Sundays and Bank Holidays (excluding Christmas Day and Boxing Day), seasonally to match the Museum opening hours (which hours may be extended by agreement), together with Friday, Saturday and Sunday during January
 - The MoP 'What's on Programme
 - Any special events organised by the MoP
 - As required to support MoP activities, as agreed in writing between the Contractor and MoP.
- 5.5 MoP retain the right to use the Premises at all other times, as agreed with the Contractor, whose permission shall not be unreasonably withheld.

6. Pricing Guidance

6.1 Current Income

During the past two years, the MoP has levied a 10% fee based on turnover covering days open to the public, its 'What's On' events programme and a very small number of additional functions which, for the year from 1st June 2017 to 31st May 2018, provided a commission to the Museum of £5,949. Please see paragraph 24 below regarding potential future changes impacting the number of anticipated visitors.

6.2 Visitor and Event Statistics

6.2.1 Daily Visitors to MoP – please note these figures do not include visitors who only visited the Tea Room:

Month	Year		
	2016	2017	2018
Jan	0	80	208
Feb	288	411	614
Mar	310	503	506
April	545	466	731
May*	349	194	474
June	321	482	491
July	348	546	496
Aug*	652	750	1,258
Sept	566	423	693
Oct*	353	559	768
Nov	279	209	432
Dec**	141	137	68
	4,152	4,760	6,739

- * Increased visitor numbers due to enhancement to School Holiday activities programme being introduced 2018
- ** Decrease visitor numbers due to no school visits held in December 2018

6.2.2 Visitors to MoP ‘What’s On’ Events Programme

2016	2017	2018
10,249	13,180	10,180*

*Two major shows were cancelled in 2018 due to conflict with short notice announcement re Maldon District Council events: Maldon Mud Race and Smoke & Fire Festival (where the MoP now provides a Park & Ride Facility).

6.2.3 Current Covers

The Tea Room currently provides 34 covers and Pavilion provides 26 covers. Please see paragraph 24 regarding potential future changes impacting the number of anticipated visitors.

6.3 Forward Contract Pricing

6.3.1 Fixed Fee

The MoP is seeking the following Fixed Fee for the first three years of the Contract period:

Year 1 October 2019 – September 2020:	£6,000
Year 2 October 2020 – September 2021	£8,000
Year 3 October 2021 – September 2022	£12,000
Year 4 Onwards - Subject to contract review	

6.3.2 Additional Fees

In addition to the Fixed Fee:

- (i) where the Contractor is in receipt of 20% turnover greater than that for which 10% of the turnover equals the Fixed Fee per Financial Year, taking all reasonable costs into account, the MoP shall receive a 10% fee commission on the additional income. For the avoidance of doubt Year 1 turnover £60,000 + 20% = £61,200, Year 2 £80,000 + 20% = £81,600 etc.
- (ii) the MoP will agree a percentage fee commission for events and functions held in addition to the current What’s On Programme set out within the Museum’s web-site at the date of this ITT.
- (iii) the Contractor will cover the cost of refuse, food waste & cooking oil removal. As a guidance, this is currently approximately £25-30.00 per month.
- (iv) the Contractor will cover the cost for a music licence to cover their requirements
- (v) the electricity, water and business rates will be paid by the MoP during Year 1, however, the MoP has the right to review this position with the Contractor at the end of each Financial Year based on the MoP’s requirement to make payment for these services.

6.3.3 Payment Terms

The Museum will issue an invoice on the last working day of each month representing an equal payment of the Fixed Fee set out in paragraph 6.3.1 for the relevant Financial Year.

Save where an invoice is in dispute the Contractor shall pay the supplier by bank automatic clearing service (BACS) within thirty (30) days of the date the invoice was received and if not paid when due the MoP may claim interest on such overdue sum from the due date until payment is made at the legally agreed percentage rate per annum above the Bank of England base rate as varied from time to time.

Payment for additional services by the Contractor will be paid by the MoP within 30 days upon receipt of a valid invoice.

7 The Equipment

7.1 Contractor will be provided use of the Equipment listed within the inventory set out in Appendix A as part of the Contract. It is up to the Contractor to undertake their own due diligence as to the suitability to perform the Services. The Contractor will be responsible for the maintenance, repair or replacement of the Equipment to ensure it is kept in good order and in line with manufacturer's / industry standards.

7.2 The Contractor will be responsible for the provision of all other equipment and fittings required in connection with the Services.

8. Contract Period, Review and Termination

8.1 Contract Period

The Contract period will commence from 1st October for a period of 5 years, with a break clause in favour of the MoP at the end of the 3rd year unless the Contract is terminated in accordance with paragraph 8.3.

8.2 Contract Review

A full contract review will be undertaken six months prior to the end of the third and fifth year to allow a review of services, fees, performance and reporting requirements to be undertaken.

8.3 Contract Termination

Either party can terminate the Contract in the event of material breach of obligations by the other with 90 days' notice in writing or without notice in the event of insolvency or bankruptcy.

9. Management Information

9.1 The Contractor will maintain proper financial records on an open book basis in accordance with accepted accounting practice which will relate to the Contractor's operation at the MoP and no other facility.

9.2 The Contractor will provide a financial statement with a commentary as to financial performance at the end of each quarter. The format of this statement will be agreed with the MoP.

9.3 The Contractor must provide an end of year account relating to the MoP to the Museum Manager within two months of the end of each financial year starting from the commencement date. Proof must be provided that the information provided has been taken from the Contractor's Audited Accounts or as Certified by an independent examiner.

9.4 The Contractor must provide and retain on site operational record books and record all incidents, accidents, complaints and items and of an operational nature including any false fire alarm or intruder alarm created by the operation of the Tea Room and Pavilion

(when utilised). In addition, the MoP may direct that particular matters will be recorded and the Contractor will forthwith comply with any such directions.

10 Promotional Activity, Customer Care and Complaints

10.1 Marketing

- 10.1.1 The Contractor will publicise and promote the catering facilities at the MoP in order to increase customer awareness and encourage usage.
- 10.1.2 The Contractor will, within any marketing arrangements, ensure that the MoP is also promoted.
- 10.1.3 It is envisaged that the Contractor and the MoP will form a partnership to provide excellent facilities for functions and occasionally, joint marketing initiatives may be considered.
- 10.1.4 The Contractor will note that the MoP regards itself as a high quality facility and stipulates that all marketing and promotional materials must be of a high standard. Particular attention must be given to the quality of paper, artwork, photographs, use of colour and typeset to promote an appropriate image.
- 10.1.5 All promotional, publicity materials and advertisements proofs must be submitted to the MoP Manager in its draft form for approval.
- 10.1.6 The MoP Manager retains the right to prohibit any material or activities which, in their opinion, is detrimental to the image of the MoP. Any costs incurred in this removal or withdrawal of such materials or activities will be the responsibility of the Contractor.
- 10.1.7 The Contractor will display any MoP notices or marketing material as reasonably required by the MoP.
- 10.1.8 The Contractor will not display any notices or advertisements, which are visible from inside or outside the premises or elsewhere upon any exterior part of the premises without the previous written consent of the MoP Manager.
- 10.1.9 The Contractor must ensure that all contracts entered into for the display of advertising in the MoP will terminate at the end of the Contract period and in the event of the determination of the Contract.
- 10.1.10 The Contractor will not be allowed to advertise any products or service not directly related to the facilities at the MoP, including goods for sale or hire, unless prior consent has been obtained from the MoP Manager.
- 10.1.11 All leaflets, brochures, posters, menus and other similar materials with exception of stationery, must bear the name and logo of the Steam Pump Tea Room at the MoP of Power prominently featured, together with the Contractor's name, making it clear that the catering facilities are operated on behalf of the MoP. The MoP Managers decision as to the format in the event of a dispute will be final.
- 10.1.12 The Contractor will make their own arrangements for the provision of menus, stationery and other such materials at no extra cost to the MoP.
- 10.1.13 The Contractor is required to notify the MoP Manager of the names of any potential sponsors for part of the catering service prior to any formal negotiations taking place. The MoP reserves the right to reject any sponsorship arrangements and their decision is final and binding upon the Contractor.

10.1.14 All press enquiries must be discussed with the MoP Manager.

10.1.15 All notices must be tidy & neat, permanent notices must appear professional and not hand written.

10.2 Customer Care

10.2.1 The MoP places considerable emphasis on giving the best possible service to the public. The Contractor must ensure the excellent reputation and public perception of the MoP and Steam Pump Tea Room is maintained.

10.2.2 The Contractor must be able to demonstrate to the satisfaction of the MoP Manager that their staff receive regular training in dealing with complaints and customer care.

10.3 Complaints/observations procedure

10.3.1 The Contractor will be required to keep a record of all complaints and observations, both verbal and written, and the action taken which must be available to the MoP Manager on request.

10.3.2 The Contractor is expected to deal with any verbal observation or complaint efficiently and courteously. If the customer is not satisfied the Contractor must make a note of the name, address and contact number and refer the matter to the MoP Manager immediately.

10.3.3 In the event of a written observation or complaint, the Contractor must respond in writing within 7 days. They must also send a copy of the original letter, together with their reply, to the MoP Manager.

10.3.4 If any complaint or observation is made which is not within the Contractor's area of responsibility, then the customer must be referred to the MoP Manager immediately.

10.3.5 Where the Contractor is aware that a complaint will be referred to the MoP, they should contact the MoP Manager as soon as possible to appraise of the situation.

10.3.6 The Contractor will give the MoP Manager every assistance in the investigation of a complaint.

10.4 Improvement or expansion of any service

10.4.1 The Contractor shall keep under review through the Contract period ways and means by which the service may be expanded and/or improved and shall make any appropriate proposals to the MoP such as shall not conflict with the stated aims and objectives of the MoP.

10.4.2 The MoP shall at its absolute discretion decide or not to adopt any of the Contractor's proposals with or without amendment.

10.4.3 The MoP may from time to time during the Contract period require the Contractor to implement alterations to any Service whether proposed by the Contractor or not. The Contractor must comply with any such requirements unless such alteration would adversely affect his net income from the Contract when it shall be subject to his prior agreement.

10.4.4 Notwithstanding anything to the contrary, the MoP reserves the right at its absolute discretion and without being liable to make any payment to the Contractor to curtail any service which is contrary to the stated aims and objectives of the MoP.

11 Staffing and Employment

11.1 Staffing

11.1.1 The Contractor will at his own expense employ suitably qualified and sufficient staff necessary for the purpose of carrying out the Service. It is expected that the Contractor will comply with all statutory obligations relating to their employment.

11.1.2 As a minimum, the MoP requires the Contractor to appoint the following staff:

- (i) Responsible person to manage the Tea Room and catering facilities who must be in attendance when the MoP opens to the public.
- (ii) Sufficient staff to provide the service as specified in the Specification.
- (iii) It is accepted that the Contractor may wish or amalgamate one or more of the above duties / responsibilities.

11.2 Staff Training

11.2.1 The Contractor will ensure that all persons employed at the MoP are suitable and properly trained and instructed for the specific tasks that they are required to perform and that assessment of any employee's ability to undertake the tasks for which they have been trained takes place.

11.2.2 The Contractor will implement a scheme for the continued assessment of staff, together with appropriate training and instruction. All training necessary for the entire operation of the Contract will be the responsibility of the Contractor. Full records will be kept and will be open to inspection by the MoP Manager. Such training and instruction shall meet all necessary requirements, statutory health and safety, customer care, first aid etc.

11.2.3 In the event of the Contractor sub-contracting any of the service the Contractor will ensure that the sub-contractor and his staff possess an adequate level of training so as to maintain effective control over standards.

11.2.4 The Contractor shall ensure that all of its staff comply with any rules and regulations from time to time issued by MoP in connection with the operation of the Museum.

11.2.5 The Contractor shall be responsible for any claims of any nature arising from the employment of their staff and shall keep MoP fully indemnified from all claims and demand that may in any way arise as a result.

11.3 Suitability of Staff

11.3.1 The Contractor will ensure that staff will at all times be civil, sober, honest and of smart appearance, and that they carry out their duties in a quiet and orderly manner.

11.3.2 The Contractor will prohibit their staff from smoking at any time in the MoP or grounds, except in the designated area advised by the MoP Manager.

11.3.3 The Contractor will not allow any person under the age of 18 to serve intoxicating liquor in conjunction with the Contractor.

11.3.4 All things required to be done by the Contractor in the performance of the Contract will be done by the Contractor's staff in his/her direct employment, and the Contractor will not assign, sublet or part with his rights or obligations hereunder on any part of the Service without the written permission of the MoP Manager.

12. General

12.1 The Contractor will ensure that all areas of service are ready to commence operation prior to the opening times or commencement of functions/events etc.

12.2 The Contractor will ensure a smart appearance by all staff at all times with the staff uniforms being appropriate to their function. Replacement and cleaning of staff uniforms will be at such frequency as will maintain their smart appearance at the Contractor's own expense.

12.3 The Contractor will ensure that no staff engage in any occupation within the MoP shall bear any advertising material advertising the name and service provided by the Contractor or any other company or product, without the prior written consent of the MoP Manager.

12.4 The Contractor shall provide and shall require its staff to wear at all times when at the MoP such identification as may be specified by the MoP Manager and an appropriate record shall be kept on site.

13. Commercial Services

13.1 Supply of goods, services and food

13.1.1. It is anticipated that the Contractor will enter into agreements with suitable commercial suppliers. The Contractor must ensure that all Contracts entered into will terminate at the end of the Contract period and in the event of the determination of this Contract.

13.1.2 All food and beverages must be purchased, prepared and sold to high culinary standards, both in terms of content, presentation and service.

13.1.3 It is the responsibility of the Contractor to ensure that all food provided by them is safe and wholesome and is such as to be suitable for the specified Services and functions.

13.1.4 The Contractor is responsible for establishing his own source of food and all other materials necessary and is responsible for ensuring reasonable and proper conduct by suppliers and their staff whilst on the MoP's premises.

13.1.5 All food and drinks stored by the Contractor must be stored in accordance with requirements of the Food act 1984 and the Food Safety Act 1990 and all regulations made under those Acts as well as the requirements of the Health & Safety at Work Act or other legislation.

13.1.6 The Contractor is responsible for the ordering of all his foods, good for the specified Service and ensuring that these are delivered during normal working hours. The Contractor is also responsible for receiving and signing for deliveries.

13.1.7 The Contractor is responsible for the security of the access points used at the time of the delivery.

13.1.8 The Contractor will ensure that deliveries are made in accordance with any relevant legislation.

13.1.9 The Contractor will use the door in the kitchen of the Steam Pump Tea Room for all deliveries, wherever practical, with access being available through the MoP's courtyard. No other method of access is authorised unless agreed with the MoP Manager.

13.1.10 MoP staff will open and lock the MoP and provide access to the Tea Room for Tea Room staff, at least one hour before opening. Tea Room staff needs to close the Tea Room, clean and area and leave the MoP no later than 30 minutes after closing time, unless otherwise agreed with the MoP Manager.

12.1.11 The Contractor is responsible for monitoring and maintaining sufficient stocks at all times.

13.1.12 The Contractor will ensure sufficient staff are present to take possession of all deliveries for the Tea Room.

13.2 General Operation

13.2.1 The general operation of the catering facilities will be a matter for the commercial judgement of the Contractor but at all times the Contractor will conduct his business in good faith so as to reflect favourably on the MoP and so as not to bring the MoP into disrepute. The catering facilities will not be used for any purpose other than for the Services unless otherwise agreed with the MoP Manager.

13.2.2 The Contractor will comply with the requirements of all legislation regulating the preparation and sale of food and the sale of hot and cold beverages. Any breach of legislation whether or not leading to prosecution or civil action will be a breach of the Contract.

13.2.3 In operating the catering facilities, the Contractor will ensure that:

- (i) all displays are clean, tidy and attractive
- (ii) all fittings are properly constructed and presentable
- (iii) lines carried encompass a variety of price levels
- (iv) all prices are at a fair level.

13.2.4 The Contractor will keep the facilities at all times in a clean and tidy condition, and permit access to all parts of the facilities to the MoP the landlord, Essex & Suffolk Water, and Food Standard Agencies, e.g. Maldon District Council, for the purpose of inspection.

13.2.5 The Contractor will not keep animals including guard dogs on any part of the premises.

14 Health and Safety and Food Hygiene

14.1 Cleaning

14.1.1 The Contractor will be responsible for monitoring and maintaining the cleanliness of the Tea Room servery area including floors, walls, shelving, display cabinets and servery surface.

14.1.2 The Contractor will be responsible for monitoring and maintaining the cleanliness of all areas where the Contractor equipment and goods are stored.

14.1.3 The Contractor will be responsible for monitoring and maintaining the cleanliness of the patio area adjacent to the Tea Room including floor surfaces and garden furniture, together with the furniture in the picnic area.

- 14.1.4 Cleaning of the Tea Room will be the responsibility of the Contractor (including after a function) and all spillages within the Tea Room must receive immediate attention by the Contractor, together with regular wiping and litter cleaning from table tops.
- 14.1.5 The Contractor is responsible for the clearing of spillages within the patio area outside of the Tea Room, e.g. bags or bins that may split and the Contractor is responsible for mopping of spills and cleaning of any surface to ensure Health and Safety measures are upheld.
- 14.1.6 The appearance of the MoP is paramount, and all cleaning must be carried out to a high standard to the satisfaction of the MoP Manager.
- 14.1.7 The Contractor will use only materials which are recommended by the manufacturer for the purpose for which the Contractor is using them. All disinfectant materials will meet the appropriate British Standard or equivalent E.U. standard.
- 14.1.8 Cleaning materials must not cause damage to the building fabric, fixtures and fittings or equipment.
- 14.1.9 The Contractor will be responsible for any damage to the MoP's displays and artefacts on open display to the public.
- 14.1.10 Additional Service – the current Contractor is currently paid under a separate Contract for the cleaning of the following toilets. The Museum requests the tenderer to advise if they would wish to include this service within the Contract and set out proposed charges separately in their tender submission.

14.2 Standards of Health & Safety

- 14.2.1 The Contractor will comply with all the requirements of the Health and Safety at Work Act 1974 and all regulations and legislation concerning the health and safety of employees and the public. The Code of Practice and guidelines relating to the prevention or control of legionellosis must be followed.
- 14.2.2 The Contractor will be required to work to all relevant legislation and current European and British Standards.
- 14.2.3 All chemical and cleaning materials must be delivered, labelled, stored and used strictly in accordance with the manufacturer's instructions and in accordance with the Control of Substances Hazardous to Health Regulations 1988 (COSHH). A suitable storage area will be provided by the MoP with the Tea Room.

14.3 Food Hygiene

- 14.3.1 The Contractor and his staff must be fully aware and have a working knowledge of the Food Act 1984 and the Food Safety Act 1990 and all regulations made under those Acts and be trained (within 3 months after starting work on this Contract) to the minimum standard of the Institute of Environmental Health offices, Food Hygiene Course Level 2.
- 14.3.2 The Contractor shall have a designated First Aider on site at all times the Tea Room and Pavilion is in operation and advise the Museum Manager of their name.
- 14.3.3 The Contractor must provide for the use of persons employed by them in the provision of the service:

- (i) an adequate supply of clean towels, soap or detergent and nail brushes;
- (ii) First Aid facilities which includes conspicuous coloured first aid box and waterproof dressings in accordance with the Food Hygiene Regulations 1970 as amended. Additional first aid facilities are required in accordance with the Health & Safety (First Aid) Regulations 1981.

14.3.4 The Contractor must report to the MoP Manager any staff suffering from or are carriers of Typhoid, Paratyphoid, Salmonella Infection, Amoebic or bacillary dysentery or Staphylococcal infection likely to cause food poisoning. Such food handlers must cease working immediately.

14.3.5 The Contractor must keep all parts of the store rooms and all utensils and equipment used in the provision of these Services clean.

14.3.6 The Contractor must provide all the materials and equipment for cleaning the store rooms, utensils and equipment required for providing the service.

14.3.7 The Contractor must not allow any refuse or filth to be deposited or allowed to accumulate in the Tea Room. The Contractor shall be responsible for depositing general waste connected with the services within the bins located adjacent to the entry gates or on the event field, as appropriate. Food waste is to be placed in the bin provided adjacent to the Tea Room.

14.3.8 It is the Contractor's responsibility to enquire an adequate supply of refuse receptacles and to dispose of all waste.

14.4 Music

If the Contractor wishes to play background music within the Tea Room or Pavilion, they must ensure that the relevant licences have been obtained. The proposed general content of music to be played must be agreed with the Museum Manager.

14.5 Fire Equipment and Emergency Procedures

14.5.1 The MoP and Contractor will agree what fire equipment is required within the Tea Room and Field Pavilion and the MoP shall ensure this equipment is supplied and maintained. The Contractor shall advise the MoP of any change in use of both areas prior to such change being made to allow for any requirement amendment to the emergency equipment.

14.5.2 The Contractor shall have a designated Fire Warden on site at all times the Tea Room and Pavilion are being operated and be trained to the appropriate standard. The Contractor will be entirely responsible for the preparation and implementation of emergency procedures to cover any eventualities within their area of responsibility and will be responsible for the training of their staff to carry out such procedures. These procedures will be submitted to the MoP Manager for approval.

14.5.3 The MoP's MoP Manager or Health & Safety Advisor will be given access to any part of the premises at any time without notice to carry out checks on records, notices, access and exits, emergency lighting, fire fighting equipment etc. The Contractor will comply forthwith with any instructions given in relation thereto.

14.5.4 Following any emergency, a full written account of the situation and actions taken must be provided within 48 hours of any emergency by the Contractor to the MoP Manager. In the event that the MoP or its insurers wish to undertake an investigation, then the Contractor

will comply with any reasonable request for information, or staff attendance at an Inquiry at the Contractor's own cost.

14.6 Recording of injuries, accidents and dangerous occurrences

- 14.6.1 The Contractor will comply with the Health & Safety Executives regulations on the Reporting of Injuries, Diseases and Dangerous Occurrence (RIDDOR 1985).
- 14.6.2 The Contractor's records must be made freely available to the MoP Manager and Health & Safety Advisor. In addition, any major incidents/accidents as defined by the RIDDOR regulations must be reported to the MoP Manager within 24 hours and a full written report submitted to the MoP Manager within 48 hours.
- 14.6.3 Any incident or accident involving the attendance of the emergency services must be notified to the MoP Manager within 24 hours and a full written report within 48 hours.

15. Upkeep of Premises

15.1 General

- 15.1.1 The MoP is responsible for the general upkeep of the building, including heat and light.
- 15.1.2 The MoP will carry out a general inspection of the premises including the MoP's equipment at 3 monthly intervals or following a complaint, at Contractor's request or an emergency to ensure that the Contractor is keeping the Contractor's area of responsibility and equipment in accordance with the Contract.
- 15.1.3 The Contractor will not make any modification to the premises or any other facility belonging to the MoP without the prior written permission of the MoP Manager or, if necessary, the Landlord as well. A modification will include:
- (i) the construction or demolition of any building, internal partition or other structure
 - (ii) any change of the design or the materials used in any structure
 - (iii) any change to the materials used for particular surfaces or finishes
 - (iv) any change to the design, components and materials used for fixtures and fittings.

The Contractor must ensure that alterations that need Planning and/or Listed Building Consent are obtained at the Contractor's expense before work commence.

- 15.1.4 A modification that results in adding to the premises will become the property of the MoP. Unless the MoP agree otherwise, in writing, when it approved the modification, no reparation or compensation in respect of the addition to the premises will be made to the Contractor at the end of the Term or other termination of the Contract.
- 15.1.5 The MoP reserves the right to make modifications to the premises during the Contract period which shall be subject to the payment of compensation to the Contractor only where it adversely affects the Contractors ability to perform the Contract or the Contractor's net income from the Contract.
- 15.1.6 A survey will be undertaken of the Contractor's area prior to the commencement of the Contract, by the MoP Manager and the Contractor to record the conditions.
- 15.1.7 A survey will be undertaken of the Contractor's area two months before the completion of the Contract or on termination of the Contract by the MoP Manager and the Contractor who will agree a schedule of condition.

- 15.1.8 The MoP will be responsible for the redecoration of the Premises, other than any such works which are the result of any act or neglect of the Contractor's employees or customers and for which the Contractor shall be responsible. It is agreed between the Museum and the Contractor that no repairs or redecoration of the Premises is currently necessary.
- 15.1.9 The Contractor will be responsible at his own cost for rectifying any vandalism that has adversely affected either his own or the Museum's property whilst it is in his care unless as a result of a breach of security for which the Museum is responsible.
- 15.1.10 The MoP maintains a lost property facility at the premises and keeps a record including a description of such monies and items found. Any lost property found by the Contractor must be handed over to the MoP Manager who will deal with all matters on behalf of the MoP.
- 15.1.11 The Contractor is required to report any safety or maintenance problems which are the MoP's responsibility to the MoP Manager immediately they become aware of it.
- 15.1.12 The Contractor shall not allow any gaming or amusement machines within the premises.

15.2 Utilities Services and Business Charge

- 15.2.1 There will be no charge to the Contractor for the supply of any electricity, water or telephone which shall be used efficiently as defined by the Government's Energy Efficiency Campaign for the operations covered by this Tender.
- 15.2.2 The electricity, water and business rates will be paid by the MoP during Year 1, however, the MoP has the right to review this position with the Contractor at the end of each Financial Year based on the MoP's requirement to make payment for these services.
- 15.2.3 It is anticipated the Contractor will wish to utilise an electronic card reader for business use at its own expense. The MoP will provide access to its broadband service if required, based on the Contractor abiding by the MoP's Data Protection Policy.
- 15.2.4 The Museum will not consider any claim for loss of income as a result of closure of the MoP due to any circumstances outside the MoP's control.

15.3 Security

- 15.3.1. The MoP is responsible for the overall security at the MoP.
- 15.3.2 The Contractor shall ensure that in his area of responsibility, he has taken all reasonable precautions to make secure all valuables for which they are responsible. The Contractor will take all reasonable steps to ensure that no unauthorised person is present in their area of responsibility.
- 15.3.3 The Contractor shall make the MoP aware of any shortcomings or deficiencies in the security system, both in their area of responsibility and any access or egress points within the MoP utilised to enter or leave the building and site.
- 15.3.4 The MoP will not consider any claim for loss of income by the Contractor resulting from a breach of security of the premises unless occasioned by the negligence of the MoP or its employees, agents or contractors (excluding the Contractor).

15.3.5 The MoP will not be responsible for any damage howsoever arising that may be caused by third parties to any property of the Contractor.

15.4 Equipment

15.4.1 As set out above, the MoP will make the equipment set out in Appendix A available to the Contractor. The Contractor shall maintain this equipment and replace as necessary during the duration of the Contract to ensure provision of the Service and compliance with all applicable Health & Safety and Food legislation.

15.4.2 The Contractor will not write off, destroy, remove, replace or alter any item of equipment or property owned by the MoP without the prior written consent of the MoP Manager and, if necessary, that of the Landlord as well.

15.4.3 The Contractor is required to supply and maintain all equipment for the proper performance of the service which will include all utensils, china, cutlery, cleaning equipment and materials, servery fittings and equipment together with all necessary consumables.

15.4.4 All equipment must be operated in accordance with the manufacturer's instruction.

15.4.5 The fixtures and fittings provided by the Contractor as well as any fixtures, fitting or pictures currently in place, will remain the property of the MoP in the event termination of contract or at the expiry.

15.4.6 The Contractor is required to ensure that all equipment, whether belonging to the MoP or themselves, is safe and without risk to the health and safety of any person.

15.4.7 The Contractor will ensure that all equipment supplied by himself is used solely for the purposes of performing their duties under the Contract and is sufficient for its use.

15.4.8 Any time when equipment is found to be defective or liable to failure will be withdrawn from use immediately, and the MoP or the Contractor will arrange for a repair or replacement in accordance with its responsibilities under the Contract.

15.4.9 Any additional items of equipment which are not expressly required for the provision of the service must not be installed without prior written approval of the MoP Manager.

15.5 Licences and Certificates

15.5.1. The Contractor will be responsible for obtaining and maintaining all appropriate licences required for the operation of the facilities.

15.5.2 The Contractor will be responsible for completion of all relevant returns and payments of fees in respect of all licences relating to operation of the Tea Room & Pavilion.

15.5.3 The liquor licence is to be obtained by the Contractor and will ensure compliance with the conditions of the licence.

15.5.4 The MoP will ensure compliance with the conditions of the Fire Certificate.

16. Monitoring Performance

16.1 High Quality Service

16.1.1 The Contractor shall provide such information at the MoP may from time to time require in respect of the following:

Catering and Management Staff
Service Standards
Customer Care
Equipment Maintenance
Cleanliness/Hygiene Schedule with Products to be used
Safety Policy
First Aid and Fire Warden

16.1.2 The above check lists must include the Contractor ensuring that all staff are helpful and attentive to the needs of all customers and other persons visiting the premises or enquiring about or showing an interest in it.

16.1.3 The Contractor shall ensure they carry out a Quality Audit every six months to evaluate the current service, develop any new initiatives and implement any necessary changes to his operation. The basis for such an audit should come from the information provided by the Contractor on a monthly basis to the MoP Manager as described in 16.2.3 below

16.1.4 The audit should include, but is not limited to the following:

- (i) a review of the type and form of catering service provided'
- (ii) use of specific resources and their fitness for the intended purpose;
- (iii) implementation of changes to increase utilisation and hence maximise income.

16.1.5 The Contractor shall ensure that all staff are fully aware of their contribution to total quality management.

16.2 Review Process

16.2.1 The Contractor, in conjunction with the MoP Manager, will compile a list of performance indicators which will form the basis of the review process.

16.2.2. These indicators will be reviewed on a monthly basis at a meeting between the Contractor's Contract Manager and the MoP Manager.

16.2.3 The performance indicators per quarter will cover both physical and financial performance of the Contractor. They will include, as a minimum:

Physical

- Type of service provided
- Specific changes/additions to the service on offer
- Specific requests by customers not normally provided for
- Number of responses by customers as to quality of service
- Number of suggestions by staff or customers to improve/change the service
- Income for the period broken down into key headings
- The price for food, drinks and any changes since last period
- Comment on the comparison of prices for similar services in Essex.

16.3 Format of Reports

16.3.1 The MoP will agree and provide for the Contractor, a draft format to cover at least the items mentioned in paragraph 10.2.3.

17 Signage and Identity

17.1 The Steam Pump Tea Room identity shall be retained by the MoP.

17.2 All signage should reflect the corporate logo as provided by the MoP and such logo shall not be altered in any way without the written approval of the MoP.

18 Indemnity

18.1 The Contractor shall provide full indemnity in respect of all actions, proceedings, claims, damages and expenses in any way arising as a result of the exercise or purported exercise of the Contract and shall provide acceptable insurance in such sum as MoP shall require in connection with this indemnity, including £5,000,000 Public & Products Liability.

18.2 The Contractor will not do anything which may in any way prejudice the charitable status of MoP or effect its financial position as a registered charity, or its relationship with its Landlord.

19. MoP Liability

19.1 MoP will not provide any warranty that the Premises or Equipment are suitable for the provision of the Services or that all necessary consents and permissions relating to such use have been obtained.

19.2 MoP offers no warranties as to the profitability of the Contractor's Services and/or the numbers of people visiting the Museum.

20 Goodwill:

All rights to goodwill in the services undertaken and the name of the Steam Pump Tea Room shall remain vested in MOP and the Contractor shall have no rights with regard thereto.

21 Assignment of Contract

Assignment of the Contract is not permitted by the Contractor.

22 Law, Mediation and Arbitration Provision

The Contract shall be governed by the laws in England.

Any dispute with respect to the Contract, which has not been settled by the parties within 28 days of the matter becoming in dispute shall be referred for final settlement to an appropriate professional expert body nominated jointly by the MoP and Contractor. The MoP and Contractor shall make available all documents deemed necessary to allow determination of the issue.

23 Confidentiality of information.

All and any information gained by either party will be kept as in accordance with the General Data Protection Regulations and not make use otherwise than for the purpose of the Contract without the written consent of the other.

24 Changes at the MoP

24.4.1 The MoP has successfully gained a Heritage Lottery Fund grant to develop a bid for the following works. The bid is due to be submitted in early 2020, with determination by the funders anticipated to be mid-2020. If successful, the work will be undertaken between June 2020 and July 2021:

- New main entrance, gift shop and access to the Tea Room
- Expansion of Tea Room to seat approximately 20 more covers
- Alterations to internal current toilet facilities
- New interpretation of the MoP's collection with the aim of attracting more visitors.

It is anticipated that some disruption/short closure of the Tea Room may be necessary in order for the works to be completed and the MoP will work closely with the Contractor to ensure this minimum disruption..

24.4.2 The MoP is continually seeking to bring more visitors to the site, provide a wide and diverse range of visitor experiences and thereby be financially sustainable. Numerous bids will be undertaken to meet these requirements and the MoP will ensure the Contractor is aware of the content and impact to the Tea Room and take their reasonable comments into account.

SECTION 3 Appendix A – Steam Pump Tea Room Inventory Asset Register as at July 2019

Item No	Location	Owner	Asset Name	Quantity
1	Tea Room/Kitchen	MoP	Lincat water boiler	1
2	Tea Room/Kitchen	MoP	King Edward potato baker	1
3	Tea Room/Kitchen	MoP	Stainless steel Bain Marie base unit with 3 gastronoms and 3 cupboards	1
4	Tea Room/Kitchen	MoP	CED drop-in chilled Deli	1
5	Tea Room/Kitchen	MoP	Stainless steel base cupboard with inset Hatco Heatmax heated well	1
6	Tea Room/Kitchen	MoP	Counter unit with shelving below (green & cream with oak laminated work surface	1
7	Tea Room/Kitchen	MoP	Refrigerator housing {green and cream - No refrigerator)	1
8	Tea Room/Kitchen	MoP	Blackboard	1
9	Tea Room/Kitchen	MoP	Tray trolley with 7 shelves, 25 trays, 9 rectangular trays & 10 round trays	1
10	Tea Room/Kitchen	MoP	Cutlery tray with 60 each of knives, forks, dessert spoons and soup spoons	1
11	Tea Room/Kitchen	MoP	Large mug containing 60 teaspoons	1
12	Tea Room/Kitchen	MoP	Plastic cutlery tray (empty)	1
13	Tea Room/Kitchen	MoP	Pairs of cruets in basket	9
14	Tea Room/Kitchen	MoP	Oblong basket containing paper napkins	1
15	Tea Room/Kitchen	MoP	Sugar dispensers	2
16	Tea Room/Kitchen	MoP	Electric wall mounted flykiller	2
17	Tea Room/Kitchen	MoP	White tea cups	46
18	Tea Room/Kitchen	MoP	White saucers	23
19	Tea Room/Kitchen	MoP	White side plates	53
20	Tea Room/Kitchen	MoP	White dinner plates	51
21	Tea Room/Kitchen	MoP	White soup bowls	58
22	Tea Room/Kitchen	MoP	Glass tumblers	52
23	Tea Room/Kitchen	MoP	Wine glasses	43
24	Tea Room/Kitchen	MoP	Latte glasses	7
25	Tea Room/Kitchen	MoP	Essex & Suffolk Water Company water jugs	6
26	Tea Room/Kitchen	MoP	Large circular table	1
27	Tea Room/Kitchen	MoP	Round, wooden topped pedstal tables	4
28	Tea Room/Kitchen	MoP	Square wooden topped pedestal tables	3
29	Tea Room/Kitchen	MoP	Black tubular frame, upholstered dining chairs	33

30	Tea Room/Kitchen	MoP	Convection heaters	4
31	Tea Room/Kitchen	MoP	Coat and umbrella stand	1
32	Tea Room/Kitchen	MoP	Green wall unit with 4 shelves	1
33	Tea Room/Kitchen	MoP	Green floor standing unit with 4 shelves	1
34	Tea Room/Kitchen	MoP	Long wallshelves with brackets	4
35	Tea Room/Kitchen	MoP	Short wall shelves with brackets	2
36	Tea Room/Kitchen	MoP	Museum artefact - Swing crane	1
37	Tea Room/Kitchen	MoP	Museum artefact - Overhead hoist No:25299	1
38	Tea Room/Kitchen	MoP	Museum artefact -Display case - Sankey and Sons electrical stampings	1
39	Tea Room/Kitchen	MoP	Museum artefact - Display case containing grease guns - Object No: L 1403	1
40	Tea Room/Kitchen	MoP	Museum artefact - Display case containing oil syringes - Object No: L 1404	1
41	Tea Room/Kitchen	MoP	Museum artefact - Built in storage cupboard in cream with 4 doors and 4 drawers	1
42	Tea Room/Kitchen	MoP	Lincat 4 hob electric cooker	1
43	Tea Room/Kitchen	MoP	Lincat Fume filtration unit	1
44	Tea Room/Kitchen	MoP	Williams upright freezer	1
45	Tea Room/Kitchen	MoP	Electrolux undercounter dishwasher	1
46	Tea Room/Kitchen	MoP	Stainless steel corner prep table on wheels	1
47	Tea Room/Kitchen	MoP	Stainless prep table fixed legs	2
48	Tea Room/Kitchen	MoP	Small stainless steel prep table fixed legs	1
49	Tea Room/Kitchen	MoP	Stainless steel double sink unit	1
50	Tea Room/Kitchen	MoP	Stainless steel prep trolley - Three tier	1
51	Tea Room/Kitchen	MoP	Tesco 4 slice toaster	1
52	Tea Room/Kitchen	MoP	Stainless steel teapot	1
53	Tea Room/Kitchen	MoP	Deep roasting pans	4
54	Tea Room/Kitchen	MoP	Williams undercounter refrigerator	1
55	Tea Room/Kitchen	MoP	LEC undercounter refrigerator	1
56	Tea Room/Kitchen	MoP	Stainless steel board rack + 6 colour coded chopping boards	1
57	Tea Room/Kitchen	MoP	Magnetic wall mounted knife rack	1
58	Tea Room/Kitchen	MoP	Stainless steel wall mounted utensil rack and hook	1
59	Tea Room/Kitchen	MoP	Felt wall mounted pin board	1
60	Tea Room/Kitchen	MoP	Stainless steel colander	1
61	Tea Room/Kitchen	MoP	Rows of cream coloured wallunits	2
62	Tea Room/Kitchen	MoP	Stainless steel wash basin	1
63	Tea Room/Kitchen	MoP	Wall mounted soap dispenser	1

64	Tea Room/Kitchen	MoP	Wall mounted towel dispenser	1
65	Tea Room/Kitchen	MoP	Chrome wall mounted towel rail	1
66	Tea Room/Kitchen	MoP	Wall mounted fly killer	1
67	Tea Room/Kitchen	MoP	Large mesh racking unit	1
68	Tea Room/Kitchen	MoP	Small mesh racking unit	1
69	Tea Room/Kitchen	MoP	Soft broom	1
70	Tea Room/Kitchen	MoP	Fire blanket	1
71	Tea Room/Kitchen	MoP	Fire extinguisher	1
72	Tea Room/Kitchen	MoP	Cream Window Blinds	2