

Catering at the 2019 Eisteddfod

Concession Opportunities for Local & National Suppliers
CATERING

Conwy County National Eisteddfod has the following opportunities available for tender

- **Y Pentref Bwyd (Mobile Catering Units)**
 - **Other Retail Offers**
- **Platiad Restaurant/Sit down catering offer**
 - **Ice Cream**
 - **Crew Canteen**
- **Caravan Site Catering and Convenience Store**
 - **Maes B**

Closing date for tender submissions: 12 noon on 21 January 2019

All proposals **MUST** be received at

The National Eisteddfod of Wales Office
40 Parc Tŷ Glas
Llanishen
Cardiff
CF14 5DU
carys@eisteddfod.org.uk

Documentation and details to be provided with proposals include:

Completed and signed Proposal Form
Any other supporting documentation

For further information please email
carys@eisteddfod.org.uk 0845 40 90 300

1. Background

The National Eisteddfod, the pinnacle of the Welsh cultural calendar, is held annually during the first week of August. The festival is an eclectic mix of old and new, the traditional and the modern. It is a celebration of Wales, its culture and its language. Combining ceremonial and official activities with a dynamic, young-spirited and welcoming festival, we offer something for everyone – whatever their ages and interests.

We are a travelling festival, visiting north and south Wales alternately. From 3-10th August 2019 the Eisteddfod will be held at Llanrwst in Conwy County. If you are not familiar with the National Eisteddfod of Wales we would urge you to visit the website www.eisteddfod.wales to find out more.

2. Key Principles

- We are seeking suppliers who can offer and demonstrate a quality service and professional operation for a festival that can attract large audiences (i.e. 28,237 on the Friday in 2013). The festival attracts around 150,000 visitors every year.
- The National Eisteddfod is working towards being accredited as a sustainable festival. As part of the Eisteddfod's Sustainable Food Policy, you will be required to assist our efforts by listing your commitments in the following food areas: Locally sourced, Fair Trade, Healthy foods and Waste reduction. Please see Appendix 1 for further details. The National Eisteddfod will consider your sustainability commitments as part of the criteria for selecting successful offers. You are encouraged to include your own sustainability policy or any associated documentation with your offer.
- Concessionaires **must** conform to European Food Information to Consumers Regulation No 1169/2011. Details can be found [here](#).
- The National Eisteddfod is working towards being accredited the Gold Award for the Access is Everything accreditation in our commitment to make the festival as accessible as possible. Please see Appendix 2 for further details.
- The National Eisteddfod is keen to emphasise the importance of buying as much produce as possible locally. The residents and businesses of Conwy County have supported the fundraising activities of the Eisteddfod during the past 18 months and we feel that they in turn should benefit from hosting the festival in their area. The National Eisteddfod therefore ask you to consider buying as much as possible the products locally during the Eisteddfod week.
- This year **Castell Howell Foods** are working in partnership to bring you quality local produce and are the National Eisteddfod's **preferred supplier**. **Castell Howell Foods** is well known and has served Eisteddfod caterers for many years. Caterers are urged to contact **Kathryn Jones**, the Sales and Marketing Director to discuss requirements. Telephone 07971 480430 or e-mail kathryn.jones@chfoods.co.uk
- You are encouraged wherever possible to offer healthy as well as allergy and intolerance options (to be listed in the Health Food section on the Proposal Form) such as:
 - fresh fruit
 - unsweetened fruit juice and mineral water
 - a choice of semi-skimmed or skimmed milk
 - low fat spreads
 - a choice of wholemeal or white bread

- gluten free
- nut free
- dairy free
- fat and / or skin trimmed meats
- a fish option
- reduced fat dressings
- a variety of vegetables in salads

3. Welsh Language Policy

- **Concessionaires will have to provide clear signage and materials in Welsh. Any other language may also be used in conjunction with Welsh, but priority must be given to the Welsh language e.g. the notice board above the unit should be in Welsh and clearly indicate the concession awarded i.e. Cig Eidion (Beef) or Bwyd Môr (Seafood).**
Assistance will be available with translation if required.
- At least **one member of staff on each shift must be Welsh speaking**, and advice on and assistance with recruitment can be provided by the Eisteddfod.
- Any promotional material should give priority to the Welsh language.
- The Eisteddfod will also provide a free Welsh taster session prior to the event specifically for traders – please enquire for further details.

4. Eisteddfod site – Y Maes

- The Eisteddfod site (referred to hereafter as the Maes) will be located in Llanrwst (postcode: LL26 0PP)
- There will be one food patio (Y Pentref Bwyd) on the Maes with an adjacent covered seating area. Up to 15 catering units may be located at Y Pentref Bwyd.
- There will be a licensed bar located at Y Pentref Bwyd located in an area which is expected to be busy. Alcohol will be sold on the site in at least four specific outlets in designated areas. The sale of alcoholic and alcohol-free products is under contract (2019-2021)
- Space will be allocated behind each unit for ancillary vehicles and units, but these must be parked for the duration. Details to be provided on the Proposal Form.
- An area will be allocated for caterers to park their caravans & accommodation units. Details to be provided on the Proposal Form. The Eisteddfod will also provide a shower/washing unit.
- Prior to arrival on site, concessionaires **must** provide a full list of staff members staying overnight on the Maes for security purposes.
- Opportunities for other mobile retail units outside Y Pentref Bwyd is at the discretion of the Eisteddfod's Chief Executive, and specific proposals are welcomed. The Eisteddfod reserves the right to offer such concessions to more than one supplier.
- The appointed concessionaire for Platiad / restaurant facility may have other opportunities for servicing corporate hospitality and reception events on the Maes during the week.

5. Activities and trading hours

- The Eisteddfod daily attendance has varied in recent years between 12,759 and 28,237 (2005 – 2013). The average daily attendance is 18,750.
- The Pavilion is the largest building on the Maes where the competitions, activities and evening concerts are held. The structure has a capacity of approx 1,800. Daily activities are held in the Pavilion between 10.00 and 17.30 with the evening concerts starting at 20.00. Wednesday and Friday evenings are competition sessions which start after 18.00. On Friday evening 2 August the Eisteddfod Opening Concert will start in the Pavilion at 18.00. It will be at the concessionaires discretion whether to trade or not for the opening concert audience.
- In addition to the evening concerts on offer at the main Pavilion, further entertainment will be provided on the Eisteddfod Maes (mainly on the performance stage by Y Pentref Bwyd) which will be a significant boost to evening food and drink sales during the festival, particularly during the latter half of the week.
- Platiad and all the mobile catering units will be expected to trade until at least 20.00 during the Eisteddfod week (Saturday to Saturday).

6. Services

- A single electricity hook up supply (32 amp – single phase) will be provided free of charge for each unit.
- Access to mains water stand pipes and a central tank for waste water collection will also be provided free of charge.
- No direct connection by hosepipe is allowed. Any unauthorised connection could result in contamination of the supply. If a risk of contamination is suspected then you will be held responsible for the costs of disconnection, chlorination, sampling, laboratory tests and re-connection.
- Additional power or/ waste water tank direct to your unit will be charged at the rates below +VAT :

Electricity supply		Cost
	Single phase (blue, ceeform connection) - 16 amp	£260.00 + VAT
	- 32 amp	£420.00 + VAT
	- 63 amp	£820.00 + VAT
	3 phase (red, ceeform connection) - 32 amp	£1,035.00 + VAT
	- 63 amp	£1,190.00 + VAT

Water supply	Cost
Water tap/ connection direct to your unit	£100 + VAT
Water supply and waste water collection to own tank (no sink)	£425.00 + VAT

- The Eisteddfod will provide a waste collection service (dry and liquid) and a waste oil collection point at Y Pentref Bwyd and other communal areas where mobile or retail concessions operate.
- The Eisteddfod will expect the full co-operation of successful concessionaires as regards to waste management and recycling procedures.
- It will be the responsibility of the concessionaire to notify on the Proposal Form any other requirements as regards to provision of services.
- All other costs associated with operating a concession including the provision of a suitable and adequate unit(s) will be the sole responsibility of the concessionaire.
- Catering units **MUST** have suitable and adequate preparation, food serving and storage areas as required in compliance with current food hygiene regulations.
- It will be the concessionaires' responsibility to undertake sufficient risk and fire risk assessments. Please note that only one bottle of Calor Gas (or a day's supply) should be kept by the unit.
- Concessionaires must provide proof of a minimum of £1,000,000 public liability cover before access is allowed to the Maes.
- Caterers at the National Eisteddfod must adhere to the CIEH National Guidance for Outdoor and Mobile Catering. Conwy County Council Environmental Health Officers will be undertaking an inspection regime during the week.
- The display of your Food Hygiene Rating is a legal requirement in Wales. The implementation of the scheme ensures that consumers can make informed comparisons of food providers and that businesses are treated fairly. The Food Hygiene Rating Scheme defines food businesses with a hygiene rating of 3, 4 or 5 as being 'broadly compliant' with food hygiene regulations. Businesses with a score below 3 require improvement to achieve this standard. It is the policy of the organisers of National Eisteddfod of Wales that only food businesses with a hygiene rating of 3, 4 or 5 be allowed to attend and trade at the event. Food Hygiene ratings will be checked via the Food Standards Agency website (food.gov.uk/rating) or through contact with your home authority where your business is registered. The organisers may refuse permission to attend an event if your food hygiene rating is revised to below 3 after you have applied to take part. If you are a new business and have not yet been given a food hygiene rating by your local authority permission to attend may also be withheld until a rating is provided.

7. Tendering Process: timings, criteria for selection

- All proposals **MUST** be received at the National Eisteddfod of Wales Office, 40 Parc Tŷ Glas, Llanishen, Cardiff CF14 5DU or by email to carys@eisteddfod.org.uk by **12 noon on 21 January 2019**.

- The Proposal Form must be **fully completed** before any offer to be considered.
- All offers are subject to VAT at the appropriate rate (currently 20%).
- The Eisteddfod Management Team will assess offers and the successful bidders will be notified by the end of January.
- In exceptional circumstances the National Eisteddfod reserves the right to offer concessions without going through an open tender process after the closing date i.e when offers are withdrawn etc.
- The selection criteria will include:
 - (i) quality and variety of the proposed offer;
 - (ii) level of payment offered for right to operate concession;
 - (iii) visitor value for money;
 - (iv) sustainability commitments including promotion of Welsh / local produce.
- We will require full details of payments that are to be made to the Eisteddfod when considering offers to operate a concession, including details as to how such payments will be made. You may be required, if requested, to provide details of income (turnover) and payments.
- **A deposit of 20% of the fee must be paid by 1 April 2019, with the remaining balance to be credited on or before 1 July 2019. Full payment of all monies due to the Eisteddfod must be made before caterers are allowed on site.**

8. Siting and vehicular movement on the Maes

- The amount tendered will be a factor when deciding the location of units.
- Caterers must report to the site co-ordinator on arrival.
- Mobile units may be sited from the Monday afternoon prior to the event, but not without the approval of the site co-ordinator. If necessary, e.g. because of adverse weather conditions, units may be sited by Eisteddfod staff.
- Where relevant, dimensions and hitch orientations etc. must be provided on the Proposal Form to facilitate the site planning process.
- De-rigging and removal of mobile units will not be allowed until Sunday 11 August.
- Ice Cream, coffee bars / confectionery and other offers can be located around the Maes by prior agreement.
- No vehicles, e.g. delivery vehicles, will be allowed on the Maes between the hours of **09.30 and 18.00.**

9. Opportunities to operate Concessions

(a) Y Pentref Bwyd (Mobile Catering Units)

- Mobile catering is an important part of the Eisteddfod experience.
- Around the food village area (Y Pentref Bwyd), with central covered seating area and performance stage, will be the mobile catering units. Up to 15 catering units may be located at Y Pentref Bwyd.
- Y Pentref Bwyd will benefit significantly from the close proximity of the licensed bars and the Outdoor Stage.
- Proposals are welcomed for the following:
 - 1a. Asian and European cuisine
 - 2a. Beef
 - 3a. Chicken and / or Turkey
 - 4a. Fish and chips
 - 5a. Jacket Potatoes
 - 6a. Lamb
 - 7a. Pizzas
 - 8a. Pork
 - 9a. Sandwiches, baguettes, wraps, paninis and toasties
 - 10a. Specialist e.g. seafood, tapas
 - 11a. Sweets
 - 12a. Vegetarian and vegan
 - 13a. Wild Game Produce
- All Y Pentref Bwyd offers must stipulate what category number is being applied for i.e. 1a, 3a or 10a.
- Subject to the diversity of applications received, the above may be limited to one unit at Y Pentref Bwyd, but chips, vegetarian and vegan options, soft drinks, non-specialist tea and coffee may be sold from any unit.
- The successful concessionaire(s) will provide childrens menu and prices as many of the customers will be young families.

(b) Other Retail Offers

- Further mobile catering opportunities are available around the Eisteddfod Maes. Specific locations may be proposed with any offer.
- Other retail opportunities for which proposals are welcomed include:
 - 1b. Fair Trade specialist Coffee Bars
 - 2b. Milks, Juices and Drinks, e.g. shakes, smoothies or ice drinks
 - 3b. Water
 - 4b. Fresh Fruit
 - 5b. Sweets and confectionery
 - 6b. Other
- All Other Retail Offers must stipulate what category number is being applied for i.e. 1b, 3b or 5b.

- Up to six Fair Trade specialist coffee bars are envisaged on the Eisteddfod field. Two in stand alone units on the Maes and four located within or near the following locations: Visitors Centre, Children's Village, the Competitors Hall and Artisan (craft hall).

(c) Ice Cream

- The National Eisteddfod wishes to promote and support Welsh Ice Cream producers and retailers.
- A clear commitment to sell Welsh ice cream is expected to be part of any offer and emphasis should be given to quality of produce, prices and service.
- To give small and / or local businesses every opportunity to trade at the Eisteddfod, offers will be considered for all six; four or two units.
- Proposals are welcomed for the following:
 - 1c. Six Ice Cream units
 - 2c. Four Ice Cream units
 - 3c. Two Ice Cream units
- All Ice Cream unit offers must stipulate what category number is being applied for i.e. 1c, 2c or 3c.
- The amount tendered will be a factor for selecting and deciding on ice cream unit locations with the successful concessionaire(s).

(d) Management of Platiad and other "Sit Down" Catering Offers

- Platiad restaurant will be licensed.
- Electric and water supply will be charged.
- It will comprise a contemporary style cafe bar with 54 covers inside and 34 covers outside.
- As the premier "sit down" offer Platiad must appeal to the mid to upmarket customer seeking a quality food experience. It will require a well planned all day menu reflecting the operational restrictions of outside catering.
- The successful concessionaire will provide childrens menu and prices as many of the customers will be young families.
- We would expect emphasis on products which reflect Wales, Welsh cuisine and Welsh recipes.
- Caterers interested in tendering for 'sit down' catering offers are asked to note Platiad on the Proposal Form, and must agree to comply with the Minimum Standards of Service (Appendix 1).

(e) Alcohol and alcohol-free Bars

- The sale of alcoholic and alcohol-free products is under contract (2019 – 2021 inclusive).

10. Concession opportunities outside the Maes

(a) Crew Canteen

- The on-site canteen for technical staff and contractors is a very important resource, as it ensures that workers can purchase meals conveniently without losing or wasting time. A steady flow of customers can be expected throughout the day particularly during breakfast, dinner and supper time. If you are looking for an opportunity to provide a catering service and run a busy canteen for 7 weeks, the staff canteen may be the ideal opportunity for you.
- **The canteen will not be open to the general public during the Eisteddfod week.**
- The canteen will be operational from the beginning of July to mid August.
- The concessionaire will be responsible for the running of the canteen including ordering, stock keeping and kitchen consumables.
- The canteen will serve breakfast, lunch and evening meals taking into account the operational restrictions of outside catering. Opening hours are negotiable.
- Emphasis should be on providing a varied and competitively priced menu.
- Caterers interested in tendering for the staff canteen catering concession are asked to note **Crew Canteen** on the Proposal Form.

(b) Official Caravan and Camping Site

- In 2019 the Official Caravan and Camping Site will be located near the Maes at Llanrwst, Conwy and will be open from 14.00 Thursday 1 August to 14.00 Sunday 11 August.
- Around 800 caravans and tents are expected during the week. An integral part of the Eisteddfod experience, the caravan site is often sold out prior to the festival. If you're looking for an opportunity to cater for a family market, the caravan site may offer the ideal location for you.
- There will be an opportunity to provide a 'sit down' restaurant facility or a mobile catering unit on the official Caravan Site during the week in 2019.
- The appointed caterer will be responsible for the provision of a suitable structure or unit at no cost to the Eisteddfod. This overhead is expected to be accounted for in any proposal submission.
- The supply of electricity and water will be charged at the rates noted above.
- There is an opportunity to operate a convenience store during the week on the Official Eisteddfod Caravan Site including the sale of alcohol. The appointed supplier will be responsible for the provision of a suitable structure or unit at no cost to the Eisteddfod. This overhead is expected to be accounted for in any proposal submission.
- Caterers interested in tendering for catering on the Caravan Site are asked to note **Caravan Catering** on the Proposal Form.
- Traders interested in tendering for the Convenience Store on the Caravan Site are asked to note **Caravan Shop** on the Proposal Form.

c) MaesB

- Maes B will be in a convenient location to the Maes and will be operational from Friday 2 to Sunday 11 August. The Maes B gigs will be held from Wednesday 8 August until Saturday 10 August.
- Maes B is the official afterdark little brother of the Eisteddfod and features late night performances by over 20 of the main Welsh language bands. Maes B is very popular with young Eisteddfod revelers, many of which will be staying on the adjacent dedicated camping field (maes pebyll).
- Maes B will have an evening capacity for up to 3,500 people.
- Caterers at Maes B must be operational until 14:00 on Sunday 11 August.
- Caterers interested in tendering for catering on Maes B are asked to note Maes B Catering on the Proposal Form.

Appendix 1 - Sustainable Food Policy

As part of the National Eisteddfod's policy to function in a more sustainable manner, support and cooperation will be expected from the caterers. Your commitments will be considered in the selection process - please view The Good Food for Festivals Guide for advice and guidance at www.agreenerfestival.com/initiatives/

Agriculture and food now accounts for almost 30% of the total goods transported on our roads which has a substantial detrimental effect on our environment. But its not just the food miles from the field to the plate, the food we buy can have a massive impact on our health and the local economy too.

What does sustainable food mean?

- Supporting the local economy by buying food as locally as possible
- Minimising processing and packaging
- Eating food in season
- Sustainable farming, involving high environmental standards and a reduction in energy use, using less intensive methods and less chemicals and fertilizers
- Promoting animal welfare and valuing nature and biodiversity
- Fair prices, Fair Trade and ethical employment in the UK and overseas
- Having access to healthy food

Locally Sourced

We are keen to see the best (local and national) produce in its season being used. We ask you to indicate the source of your primary produce (not where it was ordered) and specifically refer to any local or Welsh food or produce you intend to use during the 2019 Eisteddfod.

Fair Trade

As part of the National Eisteddfod's commitment to support Wales' achievement as the first Fair Trade nation, we intend to ensure that Fair Trade products are used, promoted and supported at the festival.

The Fair Trade Mark is an independent consumer label that appears on products as an independent guarantee that disadvantaged producers in the developing world have been paid a decent price for their goods. They receive a minimum price that covers the cost of sustainable production and an extra premium that is invested in social or economic development projects. As a minimum:

- Event concessionaries shall serve Fair Trade tea, coffee and sugar, and are strongly encouraged to look at sourcing other fairly traded goods such as chocolate, fruit, snacks and juices
- Resources, links & further information is available from www.fairtradewales.com

Healthy Food

As a festival we are eager to see healthy food options being a part of what is on offer by our caterers, especially for our visitors with specific dietary requirements i.e. gluten; nut and dairy free foods etc. A variety of vegetarian and vegan food is also welcomed.

Waste Reduction: Help us make the Eisteddfod a greener festival.

To reduce the festival's impact on the environment, concessionaires MUST use biodegradable materials, recycled materials and easily recyclable materials.

You must reduce the waste that is produced, packaging material and make full use of the recycling facilities provided on site and support the Eisteddfod in its commitment to continuous environmental improvement.

We recommend that all food containers, packaging, plates and cutlery etc. should be constructed of biodegradable materials such as paper and wood.

We strongly recommend that polystyrene and other non-recyclables are not used

Drastic on Plastic Campaign

The Eisteddfod support the AIF UK's (Association of Independent Festivals) #drasticonplastic campaign. More here: <https://aiforg.com/drastic-on-plastic/>

As official Eisteddfod caterers, we would appreciate your help with the following, and we thank you in advance for your co-operation.

- The use of **plastic straws for drinks are banned** and we encourage our caterers and stallholders to use paper straws if required.
- The Eisteddfod would like to ban the use of single-use plastic bottles completely from the Maes and we encourage our caterers and stallholders to provide canned drinks instead of plastic bottles.

Our intentions by introducing this scheme, is going a step further than merely recycling and we're cutting down on the use of single-use plastic on the Maes, and this will help us to safeguard the environment. We hope that you too, as official Eisteddfod caterers will support our ambitious scheme.

Appendix 2 - Access guidance for traders

The National Eisteddfod of Wales have numerous deaf and disabled customers on site every year, all of whom make use of traders and we are committed to making the festival as accessible as possible.

It is essential that all traders on site consider access to their services in order to provide the best possible service. The following guidance covers a range of topics that we ask you to consider and to make plans for accordingly.

Access routes:

- Any created route (i.e. barrier-surrounded queue system) must be a minimum of 1.2m wide in order to allow for access by wheelchair users.
- No unnecessary barriers or ground surfaces (i.e. steps or cargo pallets) should be added to access routes that might impact access for people with mobility or sensory impairments.
- All access routes should be clearly sign-posted as appropriate. Dedicated accessible entrances / routes should be marked with the universal wheelchair symbol.
- Any constructed ramp should be a minimum of 1:12 in gradient.

Bars and Counters:

- All traders that provide level or ramped access to a bar or counter should have a lowered section when the planned bar or counter is higher than 850mm. If a lowered bar or counter is not practical or safe, an adjustment should be made to enable people to view menus/price lists and place orders easily. In practice, this might involve having staff able to take orders directly by coming in front of the bar or counter, taking money, and returning with food/drinks and change.
- The surface of any lowered counter section should be raised no more than 850mm from floor level.
- Where possible a recess should be included beneath the lowered counter section to allow users of wheelchairs to wheel right up to it.
- Any recess underneath a counter should be:
 - Height from floor level: 700-750mm
 - Width: at least 600mm
 - Depth underneath counter: 400-500mm
- All lowered bars/ counters should be positioned at the ends of bars and counters.

Assistance with Customer Choice

- Where drinks, food or merchandise lists are able to be provided, please ensure that you have black print on white background, laminated, large print (min. 18pt) menus available and/or on the bar or counter.
- Please consider that where appropriate picture-based menus make choosing items far more accessible for some people on site.
- For further information and advice on the National Eisteddfod's access facilities for Deaf & disabled festival goers go to <http://eisteddfod.wales/disabled-visitors> or please contact - gwyb@eisteddfod.org.uk