

COMPANY B

Saltash Train Station proposal

July 2022

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Background

The renovation of Saltash Railway Station is now complete and there is a need to have a leaseholder in place to operate the small ‘catering’ space. There is an additional space at the other end of the building which could also be available as part of the lease.

Income from this tenant is not the driving factor as having a small refreshments offer and someone responsible for the opening and closing the station to allow access to the toilets is a key aspect of the funding criteria.

It is essential to have a clear, legally binding lease in place with the addition of a service level agreement (SLA) to ensure the expectations around the offer, opening, and customer service are clear and adhered to by any third-party operating on the premises.

Examples of businesses likely to show interest in the leased option are:

- Individuals looking for a safe space to build their business
- Existing businesses looking for a ‘satellite’ site where the preparation is done at their main outlet, then sold at the ‘satellite’, likely to be served by one person.

The leaseholder remains a key stakeholder and resources to manage this relationship are essential. There should also be a policy in place to ensure all parties are aware of what happens if the conditions of the lease or SLA are not adhered to.

In producing a tender document, it is recommended that the framework around the opportunity is not too restrictive as interested parties could offer an opportunity which has yet to be seen. Remaining open to creative options is in the best interest of the Saltash Town Council.

Tender Process

The process to find a leaseholder is expected to take us 7 days over a period of 5-7 weeks

This time [REDACTED] is broken down as follows:

- Produce a brief and tender document (to include a draft SLA) (2 days)
- Agree on advertising channels and promote the opportunity requesting expressions of interest (1 day)
- Host an open day for interested parties to see the venue in person (1 day)
- Interested parties return tender document and business plan (including financial forecasts) n/a
- Panel to review the documents and shortlist (1 day)
- Candidates invited to an informal interview (1 day)
- Panel to review and select preferred leaseholder (1 day)

Due to the impartial obligation of the Town Council, some additional administrative requirements are expected in receiving and compiling the necessary documents.

In addition to this process, there is the option to retain short term business support from [REDACTED] for the new leaseholder should this been deemed beneficial for both the Town Council and the Tenant. This would come in the form of supporting the leaseholder to make efficiencies to their business model and operation to be able to improve customer service and the profitability of their business. This service to be discussed once the tenant has been agreed.

Draft Timeline

Below is a draft timeline based on the earliest we would be able to start this project and the expected point of completion. This timeline would need to be agreed with all parties involved.

Production of draft documents & agree marketing channels	8 th - 12 th August
Documents agreed by Saltash Town Council	15 th - 19 th August
Host open day (1 day)	17 th - 24 th August
Tender documents returned within 2 weeks	7 th September
Informal interview	8 th September
Panel to review and agree leaseholder	9 th September

Resources needed for this study

Face to face time with key staff and members of the council team (as required and agreed)

Budget, contract period and ways of working

Based on our day rate of £600 (+VAT) for 7 days, the total cost of this work is £4,200 (£5,040)

We have listed how we expect to use our time. Should you feel there are elements where you do not need our support, we can adjust the budget accordingly.

In order to secure our service for this period of time [REDACTED] ask all clients to:

- agree the content of this proposal
 - agree to the accompanying contract
 - pay a non-refundable 10 % deposit
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