



Ladywell Fields Cafe

Invitation to Tender and Instructions

1. Introduction

Glendale invites suitably qualified parties to submit a tender for the operation of the café at Ladywell Fields, located on Ladywell Road, Ladywell, London SE13 7UW.

2. Background

Ladywell Fields is classified within the Unitary Development Plan (UDP) as a District Park. This designation refers to a landscaped setting that incorporates a range of natural features and supports a wide variety of activities, including outdoor sports facilities, playing fields, children's play areas for different age groups, and informal recreational pursuits.

The site is also designated as Metropolitan Open Land and Public Open Space. A remaining section of the nature reserve, which has limited public access, is designated as Urban Green Space.

Ladywell Fields plays a vital role in meeting local needs for outdoor sport, recreation, education, and nature conservation. It is recognised as a valuable green asset that helps define and separate built-up areas while providing important links between local communities.

3. Considerations Prior to Submission of Tender

Applicants must ensure that they are fully familiar with the contents of this invitation and the extent and nature of their obligations. Submission of a tender will be deemed to confirm that the applicant has satisfied themselves in this regard.

Applicants are responsible for obtaining all information necessary to prepare their tender and associated costs.

All costs, expenses, and liabilities incurred in connection with the preparation and submission of a tender, and, in the event of acceptance, in connection with the execution of the contract, shall be borne entirely by the applicant.

Should further information be required, please contact:

Enquiries:

Gemma Marston

Events Manager
Glendale
The Lodge, Mountsfield Park
Stainton Road, Catford
SE6 1AN
Tel: 020 8318 3986
Fax: 020 8852 5191
E-mail: gemma.marston@glendale-services.co.uk

You may request any information or raise any query in connection with the Documentation by written communication to Glendale

Any written communication must be directed to the contact for 'Enquiries' as above **by the 13th January 2026.**

Any enquiries received may be shared with all parties, with the enquirer's details removed where appropriate.

4. TENDER DOCUMENTATION AND ACCOMPANYING INFORMATION

The tender submission should include:

- Design Plan
- Business Plan
- Method Statements

Criteria	Sub-Criteria	Evidence	Method Statement
Technical Ability to Deliver Service	The proposed use is for a ground floor café with ancillary use, all bidders must submit their proposals for the internal decoration with accompanying site plans and timetable for completion of works.		MS1 1000 word count
	Applicants to provide evidence of sufficient financial resources, experience to complete the internal fit-out and to operate the facility for the duration of the lease, in the form of an outline Business Plan. The business plan should include your proposed monthly rental amount for the café.		MS2 2000 word count
Quality and Operational Competence	Applicants to offer good quality refreshments, in line with promoting a healthy lifestyle		MS3 1000 word count

	Applicants should where possible use local suppliers and locally grown produce.		MS4
Health & Safety	It is expected that the café will be open 7 days per week. Applicants should submit their proposed annual timetable of core opening hours		MS5 1000 word count
	Health and Safety policy and procedures, including First Aid, Food and Hygiene, Employees and Public Liability insurance. Applicants should detail how they would promote and market their business outlining any added value for park users		MS6 1000 word count
Social Value	<p>Applicants must demonstrate how the operation of the café will deliver clear and measurable social value for the local community, alongside providing a high-quality café offer.</p> <p>Proposals should explain how social value will be embedded into day-to-day operations</p> <p>Examples:</p> <ul style="list-style-type: none"> • Employment & Skills • Community Engagement • Health & Wellbeing • Local Economy & Sustainability • Access & Inclusion 		MS7 1000 word count

5. Submission

Applicants must submit **one (1) hard copy** and **one (1) digital copy** of the required documentation, together with all supporting materials, to Glendale. Submissions must be delivered by **registered post, recorded delivery, or by hand** to the following address:

For the attention of:

Gemma Marston
Events Manager
Glendale
The Lodge
Mountsfield Park
Stainton Road
Catford
SE6 1AN

Submissions must be **received no later than 12:00 (noon) on Wednesday 21st January 2026.**

Any submission, or any accompanying documentation, received after the specified date and time will **not be considered** for acceptance by Glendale.

6. Criteria for Evaluation and Contract Award

Glendale is under no obligation to accept the lowest, or any, tender and reserves the right, at its absolute discretion, to accept or reject any submission.

Tenders will be evaluated on the basis of the **most economically advantageous submission**, assessed against the following **weighted criteria**:

MS1	15%
MS2	30%
MS3	10%
MS4	5%
MS5	5%
MS6	15%
MS7	20%

Scoring of the tender bids received will be on the following basis:

Rating	Score	Level	Standard
FAIL	0	Non-Existent	Proposal Absent
	1	Inadequate	Proposal exists but contains significant shortcomings and/or is inconsistent or in conflict with other proposals
	2	Very Poor	
	3	Poor	Proposal falls short of achieving expected standard in a number of identifiable respects
	4	Weak	
PASS	5	Adequate	Proposal meets the required standards in nearly all major aspects, but is lacking or inconsistent in others
	6	Good	
	7	Very Good	Proposal meets the required standard in all major material respects
	8	Excellent	
	9	Superior	Proposal meets the required standards in all major material respects and nearly all or all of the minor requirements
	10	Outstanding	

Glendale reserves the right to enter into discussions with Tenderers following submission of their tenders in respect of any matters arising from this Invitation. Such discussions may include, but shall not be limited to, the level, structure, and

application of rates, prices, and financial arrangements contained within any submission.

8. Warranties

By submitting a tender, the Tenderer warrants, represents, and undertakes to Glendale that:

- (a) the Tenderer is willing and able to perform the Contract in accordance with the terms of this Invitation and the offer set out in its submission;
- (b) all information, representations, statements, and other matters of fact communicated (whether in writing or otherwise) to Glendale by the Tenderer, its employees, or agents in connection with, or arising out of, the submission are true, complete, and accurate in all respects;
- (c) the Tenderer has carried out its own investigations and due diligence and has satisfied itself in relation to all matters (whether actual or contingent) relevant to the submission, and that it has not submitted its tender or costs, nor will it enter into the Contract, in reliance upon any information, representation, or assumption (whether oral, written, or otherwise) made by or on behalf of Glendale;
- (d) the Tenderer has satisfied itself as to the accuracy, adequacy, and completeness of the information provided in its tender;
- (e) the Tenderer has full power, authority, and capacity to enter into the Contract and to provide the Services;
- (f) the Tenderer is of sound financial standing and has, and will continue to have, sufficient premises, working capital, suitably qualified and experienced personnel, materials, equipment, and other resources necessary to provide the Services in accordance with the Contract; and
- (g) the Tenderer will obtain, and throughout the Contract Period maintain, all necessary consents, licences, approvals, and permissions required to provide the Services in accordance with the Contract.

Ladywell Fields User Group Survey

To ensure that the views and priorities of existing and potential café users are properly reflected in this process, the Ladywell Fields User Group ran a short survey, which closed on Sunday 14 December and received 210 responses.

Respondents' top ten priorities, in order, were:

Priority	Responses
Clean toilets	197
Good fresh coffee	176

Reliable opening hours	137
Friendly staff	133
Fresh cakes & pastries	128
Covered seating	122
Ice creams & lollies	112
Healthy/veg/vegan options	111
Hot meals/snacks	88
Local employment opportunities	85

Two thirds of respondents indicated that, if there were a café that better met their needs, they would use it two or more times per week.

Additional suggestions made included:

- More competitively priced coffee compared with outlets in Ladywell Village
- A warm, comfortable place to sit, with a lighter, brighter and more inviting interior, and increased covered seating outdoors
- Interesting, good-quality food, including bread and pastries from established, high-quality bakeries
- Consistently clean toilets and handwashing facilities
- A more distinctive “destination café”, similar to the offer at Crystal Palace Park
- Reliable opening hours, potentially opening from 8.00am at weekends and later into the evening during the summer months
- More modern, healthy and diverse food options
- Opportunities for local enterprises and community groups to come together in the space
- Collaboration with local artists and musicians
- Facilities such as a library and/or toy swap service

Responses

