



BUTLER GALLERY

Tender Document

Call for Tender

Provision of Café Services

Butler Gallery, Evans' Home, John's Quay, Kilkenny, R95YX3F

Open Procedure

Tender Deadline: 14 August 2026



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PART 1 INTRODUCTION

1.1 About Butler Gallery

Butler Gallery is a not-for-profit, museum accredited gallery in the heart of Kilkenny City. It was founded in 1943, from 1976 it was situated in Kilkenny Castle, before moving to the newly redeveloped, fit-for-purpose Evans' Home in 2020. The building houses an extensive permanent collection, the bequest of artist's Tony & Jane O'Malley, as well as presenting a programme of five to six contemporary exhibitions a year alongside a robust events and learning & public engagement programme. More information can be found on www.butlergallery.ie.

Butler Gallery is a key location within Kilkenny's Medieval Quarter and is supported by Kilkenny County Council and Fáilte Ireland to promote footfall from a local, national and international audience. Visitor numbers to Butler Gallery have been approximately 30,000 per annum, with steady growth since its opening in 2020.

1.2 Purpose of Tender

The café forms an integral part of the visitor experience at Butler Gallery and is expected to provide a welcoming, high-quality food and beverage offering that complements the gallery's reputation as a leading cultural destination.

The gallery will work with the café on joint-promotion to increase the footfall of both companies, relying on the marketing output and quality of offering of each will be vital to the success of both businesses.

1.3 Licence Term

Butler Gallery offers a three-year licence period beginning on the Commencement Date. The successful tenderer and Butler Gallery reserve the right to terminate the licence after the first year by giving notice in accordance with the terms of the agreement. The Licensor will have the option of an addition of two years at the end of each term at their discretion unless terminated earlier in accordance with the provisions of the Licence.



PART 2 THE CAFÉ OPPORTUNITY

2.1 Description of café space

The café is located on the ground floor of Butler Gallery within the historic Evans' Home, overlooking the River Nore and historic Carnegie Library on one side and the gallery's landscaped walled gardens on the other. The space is positioned adjacent to the main reception and gallery entrance, making it easily accessible to gallery visitors and members of the public. It has a large accessible door to the gardens and a window overlooking the front plaza which has been used as a hatch to serve early morning coffee by past proprietors.

The café includes a fully fitted kitchen, serving counter and internal seating for approximately 30 customers. In addition, the successful operator will have access to an extensive outdoor garden seating area and five glass pods, providing additional capacity and an attractive year-round dining environment. The café is offered as a fully equipped space, enabling the successful operator to commence trading with minimal fit-out requirements. Note, the successful operator will have to source their coffee machine.

Full list of equipment provided is listed in Appendix 3.

2.2 Utilities and Facilities

The successful operator will have access to the existing café facilities, including a fully fitted kitchen, service counter and customer seating areas. Electricity, water and other utilities are provided and covered within the monthly rent. Note this does not include rates or taxes payable in respect of the premises, including commercial rates.

The operator will be responsible for the day-to-day operation and maintenance of the café, ensuring that all equipment is used safely and that the premises are maintained to a high standard of cleanliness and presentation. The operator will also be responsible for complying with all relevant food safety, health and safety, and environmental legislation throughout the licence period.

The café is provided with certain fixtures, fittings and equipment owned by Butler Gallery, as detailed in the inventory provided in Appendix 3. Butler Gallery will be responsible for the repair or replacement of gallery-owned equipment where failure occurs through fair wear and tear or mechanical breakdown. The successful operator shall be responsible for the cost of repairs or replacement where damage results from negligence, misuse, improper operation or failure to follow manufacturer guidance. Any equipment supplied by the operator shall remain the operator's responsibility for maintenance, repair and replacement throughout the licence term.



2.3 Opening Hours and Expected Operating Hours

The café is expected to operate, as a minimum, during Butler Gallery's public opening hours to ensure an appropriate service is available for visitors, staff and members of the public.

The current gallery opening hours are:

- Tuesday, Wednesday, Friday and Saturday: 10.00am – 5.00pm
- Thursday: 10.00am – 8.00pm
- Sunday: 11.00am – 5.00pm
- Closed Mondays except Bank Holidays where Sunday hours apply or by prior agreement

There is scope for the successful tenderer to work outside of these hours and tenderers are encouraged to propose operating hours that enhance the visitor experience and maximise the potential of the café, including opening earlier to serve morning coffee or extending hours into the evening for the later trade where agreed prior with the gallery.

The operator will also be expected to extend hours to support exhibition openings, events or venue hire. The successful operator will be expected to work collaboratively with Butler Gallery to accommodate catering requirements associated with the gallery's programme where reasonably requested. Additional income from these opportunities will be of benefit to the operator.

2.4 Rent

The rent will be €1500 per month payable monthly in advance and should be paid by means of standing order or direct debit to the Butler Gallery account provided on agreement date. A deposit of €1500 is required before commencement.



PART 3 SCOPE OF SERVICES

3.1 Food and Beverage Offering

The successful operator will be expected to provide a high-quality, fresh and affordable food and beverage offering that enhances the visitor experience at Butler Gallery and appeals to a broad audience, including gallery visitors, local residents, tourists, families, corporate workers, families, gallery staff and event attendees.

The menu should be simple, seasonal and sustainably focused, with an emphasis on locally sourced ingredients where possible. As a minimum, the café should offer speciality coffee and teas, pastries and baked goods, a light breakfast or brunch option, and a simple lunchtime menu to include soup, sandwiches, salads and other light options where desirable. Vegetarian, vegan and gluten-free options should be available as part of the menu.

Tenderers are encouraged to demonstrate creativity while maintaining a manageable and commercially sustainable menu. The gallery welcomes proposals that reflect the quality and character of Kilkenny's food culture and that contribute positively to Butler Gallery's reputation. Tenderers who demonstrate a desire to stand out or build a specific USP are encouraged.

3.2 Customer Service Standards

The successful operator will be expected to deliver a consistently high standard of customer service, providing a welcoming, professional and inclusive experience for all visitors. Staff should be knowledgeable, courteous and responsive, ensuring efficient service while creating a positive atmosphere that reflects the values and reputation of Butler Gallery.

The operator will be expected to maintain high standards of presentation, cleanliness and hygiene throughout the café and to ensure that all staff are appropriately trained in customer care, food safety and health and safety procedures. Butler Gallery expects an accessible and inclusive approach to customer service, ensuring that all visitors, staff and volunteers of the gallery feel welcome and supported when using the café.

3.3 Cleaning and Waste Management

The successful operator will be responsible for maintaining the café, kitchen, food preparation areas, customer seating areas and any outdoor seating areas, keeping them in a clean, safe and hygienic condition at all times. The operator shall implement appropriate cleaning schedules and ensure compliance with all relevant food safety, environmental health and waste management legislation.



The operator will be responsible for the appropriate storage, segregation and disposal of waste and recyclable materials and is expected to adopt environmentally sustainable practices wherever possible. Butler Gallery encourages measures to minimise waste, reduce the use of single-use plastics and promote recycling and composting, where appropriate, in line with the gallery's commitment to sustainability.

3.4 Staffing Responsibilities

The successful operator will be responsible for the recruitment, management, remuneration and supervision of all café staff required to deliver the service throughout the licence period. The operator shall ensure that sufficient appropriately trained staff are available to provide an efficient, welcoming and professional service during agreed operating hours. And for additional events or catering requirements where applicable.

All staff must be suitably trained in food safety, hygiene, health and safety, customer service and any other relevant requirements associated with café operations. The operator will be responsible for all employment obligations, including wages, payroll, insurance, training, uniforms and compliance with all relevant employment legislation.

The operator should promote an inclusive and positive working environment and ensure that café staff understand the importance of delivering a high-quality experience that complements Butler Gallery's visitor experience and values.



PART 4 COLLABORATION WITH BUTLER GALLERY

4.1 Exhibition Openings and Gallery Events

The successful operator will be encouraged to work collaboratively with Butler Gallery to support exhibition openings and associated events throughout the year. The café will play an important role in enhancing the visitor experience by providing catering, refreshments and hospitality services for exhibition events, artist talks, curator events and other gallery activities.

The operator will be expected to engage positively with the gallery team to plan and deliver suitable food and beverage offerings for required occasions, including options for welcome receptions, private events and special gatherings. Opportunities for joint promotion and collaboration should be explored to support audience development, increase engagement and create a welcoming experience for visitors, artists, members and guests.

4.2 Corporate Events and Venue Hire Catering Opportunities

The successful operator will have the opportunity to support Butler Gallery's corporate events, private functions, venue hire and member events. Many of which are a developing area for the gallery. The gallery will host a range of events throughout any given year, including corporate gatherings, member events, exhibition-related activities, workshops and special hires – these will create opportunities for the café to develop additional revenue streams. The operator is also welcome to seek external catering opportunities if these do not interfere with the café operations.

The café will be expected to work collaboratively with the Butler Gallery team to develop suitable food and beverage packages that reflect the needs of different audiences and event formats. This may include refreshments, coffee and tea services, light catering, receptions and bespoke offerings for private and corporate clients. The café operator should demonstrate flexibility, creativity and a willingness to work with the gallery to maximise these opportunities while maintaining the high standards expected in the café's daily operations.

4.3 Marketing and Promotion

The successful operator will be encouraged to develop a positive working relationship with Butler Gallery to support joint marketing and promotional opportunities. The café should form an integral part of the overall visitor experience and benefit from association with the gallery's exhibitions, events and communications.

The operator will be responsible for promoting the café offering and developing its own marketing activity, including internal and external signage. While working collaboratively



with Butler Gallery on shared communications, events and initiatives. Opportunities through the gallery will include promotion through digital channels, social media, visitor and member communications and community partnerships.

The tenderer should demonstrate an understanding of the local Kilkenny market and identify opportunities to attract both current gallery visitors and new audiences, contributing positively to the footfall and engagement with the café and the gallery as a destination.

4.4 Friends, Staff and Panel Artist Discounts

The successful operator will be expected to support Butler Gallery's Friends and Donor programme, staff and panel artists benefits by providing a 10% discount on café purchases. This initiative is intended to encourage repeat visits, strengthen engagement with the gallery community and create a welcoming environment for those who contribute and support the gallery. The operator will be encouraged to work with the gallery to promote the Friends programme and explore opportunities to enhance visitor loyalty and ongoing engagement.



PART 5 SUBMISSION REQUIREMENTS

5.1 Business Profile

Tenderers should include an overview of their organisation. This should include details of their organisation, ownership structure, trading history if applicable and all relevant experience in operating food, beverage or hospitality services. The submission should outline the nature and scale of their current operations (if any), including details of any café, restaurant or catering services they currently operate or have previously managed.

Tenderers should demonstrate their suitability and capacity to deliver the café concession at Butler Gallery, including evidence of experience in providing high-quality customer-focused service, managing day-to-day café operations and working within a visitor, cultural or hospitality environment where relevant.

5.2 Business Plan

Tenderers must submit a concise business plan outlining their proposed approach to operating the Butler Gallery café concession. The business plan should demonstrate an understanding of the opportunity, the target market and the unique visitor profile of the gallery.

As a minimum, the business plan should include;

- Overview of café concept and vision
- Proposed food and beverage offering and pricing approach
- Sample menu for breakfast/brunch and lunch
- Brand Identity and samples of visual look (signage, cups, logo, menu etc.)
- Proposed staffing structure
- Marketing and promotional plans
- A sustainability plan, including use of local produce where possible and measures to minimise waste
- Financial viability of the proposed operation
- Opportunities or ideas to collaborate with Butler Gallery
- Plans for sustained future growth and development

5.3 References

Tenderers must provide a minimum of two professional references from clients they have worked for or provided similar services to.

References should include the organisation name, contact person, position, contact number, email address and brief description of services or work provided.



Butler Gallery reserves the right to contact referees as part of the evaluation process to verify the tenderer's experience, performance and suitability.

Where a tenderer is a new business and cannot provide comparable references, professional work references will be accepted.

5.4 Insurance Details

Tenderers must provide details of their current insurance arrangements or confirm their ability to obtain the required levels of insurance prior to contract commencement.

As a minimum, the successful tenderer will be required to maintain;

- Public Liability Insurance with an indemnity limit of six point five million euro
- Employer's Liability Insurance with an indemnity limit of thirteen million euro
- Product Liability Insurance with an indemnity limit of six point five million euro

Copies of insurance certificates will be requested prior to commencement and throughout the licence period. The successful operator must ensure that all required insurance policies remain valid and in force for the full term of the licence.

The operator remains solely responsible for ensuring that all activities associated with the café operation are adequately insured and that Butler Gallery is indemnified against any claims, losses or liabilities arising from the operator's activities, except where caused by the negligence or breach of duty of Butler Gallery.

5.5 Tax Clearance Certificate

Tenderers must confirm at award stage that they hold a current Irish Tax Clearance Certificate. Butler Gallery reserves the right to verify the tax compliance status of the successful tenderer prior to contract award.



PART 6 EVALUATION CRITERIA

Tenders will be evaluated on the basis of the Most Economically Advantageous Tender (MEAT) using the following criteria

EVALUATION CRITERIA	WEIGHTING
Quality of Business Plan and Overall Concept	30%
Food and Beverage Offering (including sample menu, sustainability and use of local produce)	20%
Relevant Experience and References	15%
Customer Service, Staffing & Operational Approach	15%
Collaboration with Butler Gallery (events, venue hire, marketing and audience engagement)	10%
Financial Proposal	10%

Each submission will be assessed against the above criteria by an evaluation panel appointed by Butler Gallery. Tenderers should ensure that sufficient information is provided to demonstrate how their proposal meets each of the stated requirements.

The contract will be awarded to the tenderer whose submission represents the best overall value for Butler Gallery, taking account of both quality and financial considerations. Butler Gallery reserves the right to seek clarification of information submitted during the evaluation process.



PART 7 PROCUREMENT PROCESS

7.1 Clarification Process

Tenderers may submit requests for clarification in relation to this tender through the eTenders messaging facility up to the clarification deadline specified in the Contract Notice. Clarification requests received after this deadline will not be considered.

To ensure a fair and transparent procurement process, responses to clarification questions that are of general relevance will be issued through the eTenders system and made available to all tenderers. Tenderers should not contact Butler Gallery directly regarding any aspect of this procurement outside of the formal clarification process.

It is the responsibility of each tenderer to regularly monitor the eTenders portal for clarification responses, updates and any amendments issued during the tender period.

7.2 Submission Deadline

Completed tenders must be submitted electronically through the eTenders portal no later than the date and time specified in the Contract Notice. Late submissions will not be accepted, except where permitted under the applicable procurement rules.

Tenderers are strongly advised to allow sufficient time to complete the submission process and upload all required documentation before the deadline. Butler Gallery accepts no responsibility for delays arising from technical issues, internet connectivity or other circumstances that prevent a tender from being submitted on time.

It is the responsibility of each tenderer to ensure that all required documents have been uploaded and that their submission has been successfully completed before the closing date and time.

7.3 Validity of Tenders

Tenders submitted in response to this CfT shall remain valid for a period of 90 days from the tender submission deadline. During this period, tenderers must keep their proposals, pricing and any other commitments contained within their submission open for acceptance by Butler Gallery.

Butler Gallery reserves the right to complete the evaluation process, seek clarifications where appropriate and award the contract within the tender validity period. Tenderers may be requested to extend the validity period where necessary to facilitate completion of the procurement process.



7.4 Opening of Tenders

Tenders will be opened through the eTenders electronic procurement system by authorised Butler Gallery personnel following the expiry of the tender submission deadline. All tenders received by the closing date and time will be treated as confidential and will remain secure until the official opening process has taken place.

The opening of tenders is an administrative procedure only and does not constitute an evaluation of submissions. Following the opening, Butler Gallery will assess all compliant tenders in accordance with the evaluation criteria set out in this tender document before determining the successful tenderer.

7.5 Award Process

Following the evaluation of all compliant tenders, Butler Gallery intends to award the contract to the tenderer whose submission represents the Most Economically Advantageous Tender (MEAT), having regard to the evaluation criteria and weightings set out in this tender document.

Butler Gallery reserves the right to seek clarification of any aspect of the tender submission where this does not alter the substance of the tender. Following completion of the evaluation process, all tenderers will be notified in writing of the outcome. Butler Gallery is not bound to accept any tender received and reserves the right to cancel or discontinue the procurement process at any stage where it is considered appropriate to do so, in accordance with applicable procurement rules.

The successful tenderer will be required to enter into a formal licence agreement with Butler Gallery before commencing operations. This licence will be provided at award stage.



PART 8 CONDITIONS

8.1 Licence Terms

The successful operator will enter into a formal café concession licence agreement with Butler Gallery for the operation of the café premise. The licence will provide the operator with the right to occupy and operate the café space for the agreed term, subject to compliance with the terms and conditions of the agreement.

The licence will set out the responsibilities of both parties, including permitted use of the premises, operating requirements, payment arrangements, maintenance responsibilities, insurance obligations, health and safety requirements and compliance with all relevant legislation.

The licence term will be for an initial three (3) years, with the option for either party to terminate the agreement after the first 12 months in accordance with the terms of the licence agreement. The successful operator will not have exclusive rights to use any other area of Butler Gallery unless agreed separately in writing.

The operator must ensure that the café is operated in a manner that complements Butler Gallery's activities, reputation and visitor experience. Any changes to the café operation, fit-out, menu or brand concept or use of the premises must be agreed in advance with Butler Gallery.

8.2 Health and Safety

The successful operator will be responsible for ensuring that the café is operated in a safe and compliant manner at all times and must comply with all relevant health and safety legislation, regulations and guidance applicable to food service operations.

The operator will be responsible for implementing appropriate health and safety procedures, including risk assessments, food safety management systems, staff training, safe working practices and accident reporting procedures. All staff must receive appropriate training to ensure they are competent to carry out their duties safely.

The operator must maintain high standards of food hygiene and comply with all requirements of the Environmental Health Service, including food storage, preparation, handling and allergen management. The operator shall ensure that all equipment, facilities and work areas under their control are used safely and are maintained appropriately.

The operator will be expected to work collaboratively with Butler Gallery to ensure that health and safety standards are maintained across area shared areas of the building and that any incidents, hazards or concerns are reported promptly.



8.3 Alcohol Licence

The successful operator will be responsible for obtaining and maintaining any licences, permits or approvals required to provide alcoholic beverages as part of the café operation, including any alcohol licence required under Irish legislation.

Any proposal to serve alcohol must be clearly outlined in the tender submission and agreed in advance with Butler Gallery. The operator will be responsible for ensuring full compliance with all relevant licensing requirements, conditions, responsible service obligations and applicable legislation.

The provision of alcohol must be managed in a manner that is appropriate to the gallery environment and complementary to Butler Gallery's visitor experience. Butler Gallery reserves the right to approve or restrict the sale and service of alcohol within the café and for specific events.

8.4 Food Safety Compliance

The successful operator will be responsible for ensuring full compliance with all applicable food safety legislation, regulations and guidance throughout the contract period. The operator must implement and maintain an appropriate food safety management system based on HACCP (Hazard Analysis and Critical Control Points) principles and ensure that all food is prepared, stored, handled and served in accordance with current legal requirements.

The operator shall ensure that all staff receive appropriate food safety and hygiene training relevant to their roles and that accurate food safety records are maintained and made available for inspection where required. The operator will be responsible for complying with all requirements of the Environmental Health Service, including food hygiene inspections, allergen management, temperature control, cleaning procedures and traceability of food products.

The operator must take all reasonable steps to provide a safe, high-quality food and beverage service that protects the health and wellbeing of customers and upholds the standards of Butler Gallery.

8.5 Termination Provisions

Butler Gallery reserves the right to terminate the concession agreement in accordance with the terms of the licence where the successful operator is in material breach of its obligations, fails to meet the required standards of performance, or fails to comply with applicable legislation, licensing requirements or health and safety obligations.



The licence is intended to run for a period of three (3) years, however, Butler Gallery and the successful operator reserve the right to terminate the agreement after the first 12 months, following a review, by providing written notice in accordance with the terms of the licence agreement.

Either party may terminate the agreement by giving the required period of written notice as specified in the licence. Butler Gallery also reserves the right to terminate the agreement with immediate effect in circumstances involving serious misconduct, insolvency, illegal activity or where the continued operation of the café presents a risk to the safety, reputation or operations of the gallery.

8.6 Data Protection and Confidentiality

The successful operator shall comply with all applicable data protection legislation, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, when collecting, processing, storing or otherwise handling any personal data in connection with the operation of the café concession or gallery.

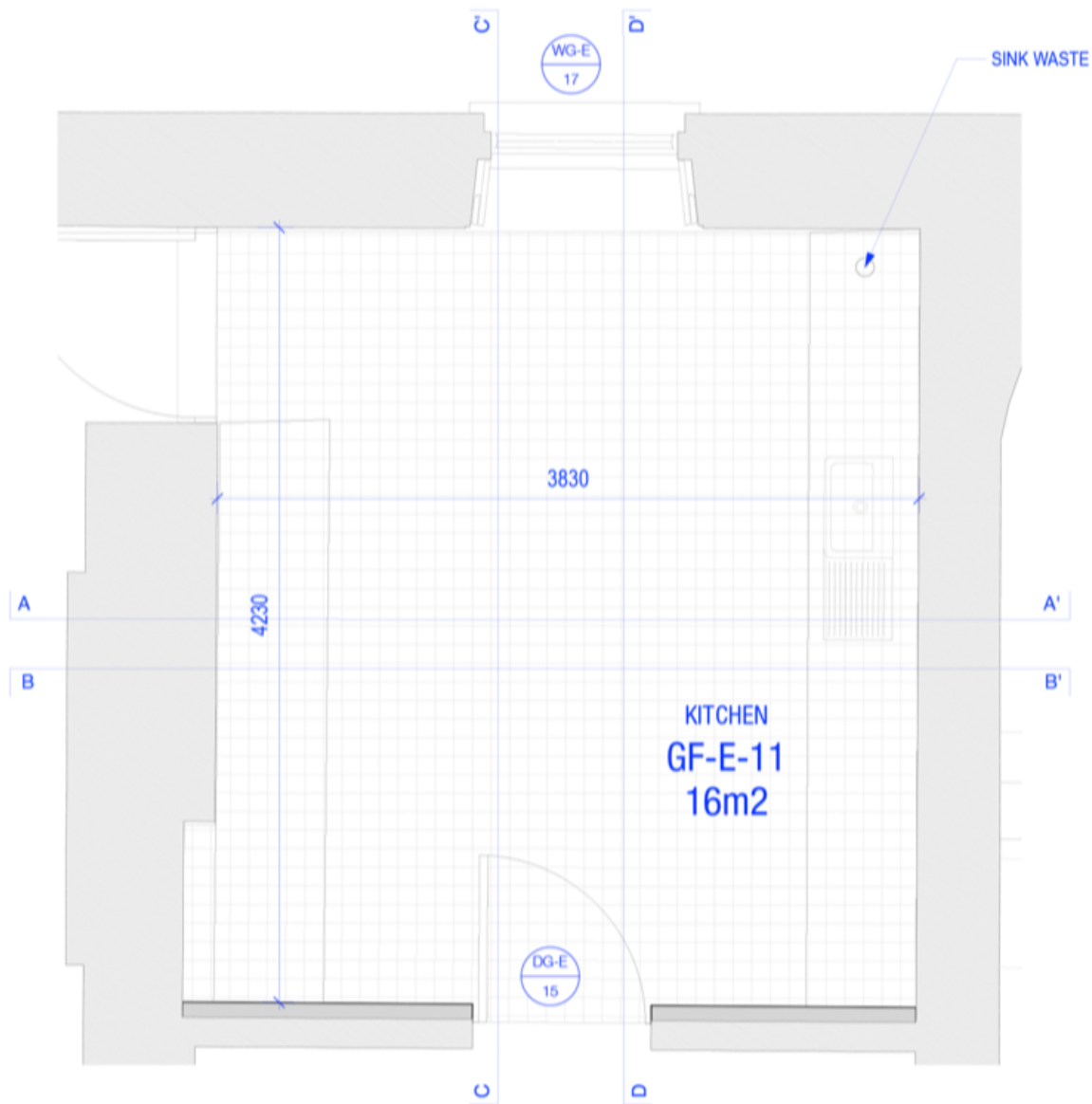
Both Butler Gallery and the successful operator shall treat as confidential all information obtained during the course of the tender process and the operation of the concession that is not already in the public domain. Such information shall not be disclosed to any third party without the prior written consent of the other party, except where disclosures is required by law or by a regulatory authority.



PART 9 APPENDICES

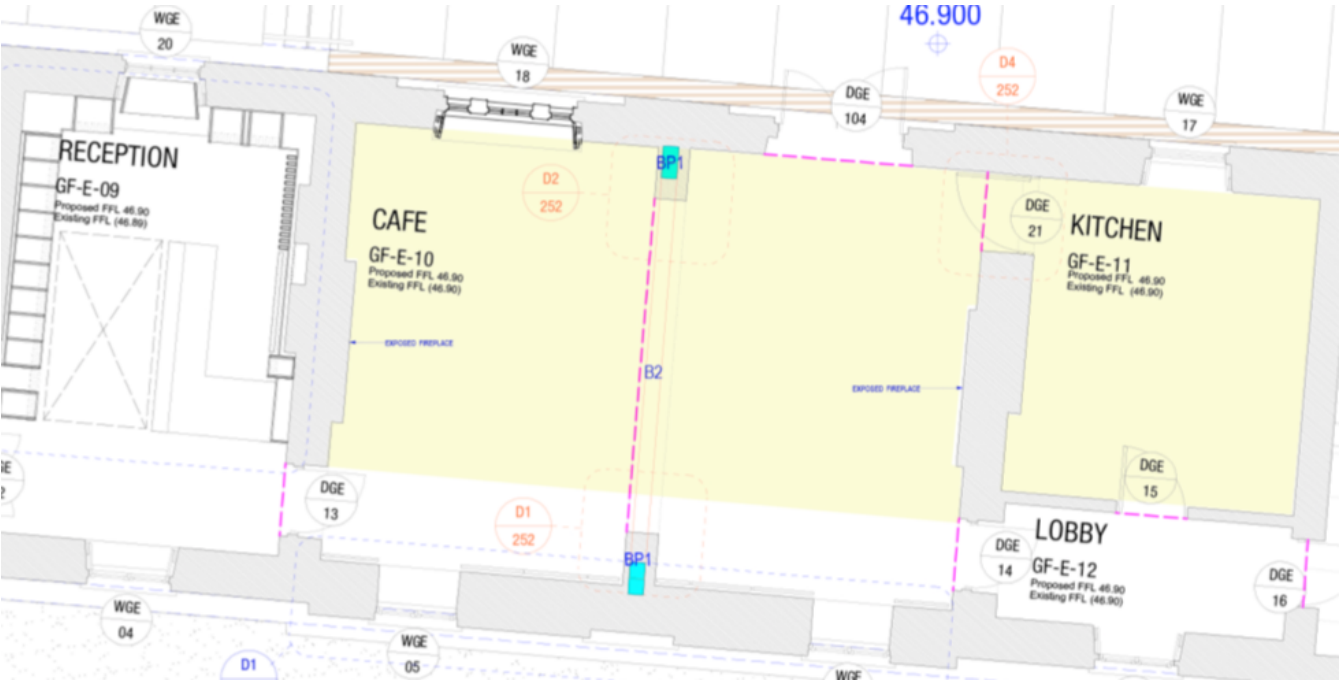
Appendix 1 Floor Plan

Kitchen Floor Plan





Café Floor Plan





Appendix 2 Photographs

Front of Building



Interior Café







Back Garden





Appendix 3 Equipment Inventory

Kitchen Equipment

- Hand sink
- Soap dispenser
- Hand towel dispenser
- Commercial Dishwasher
- Oven
- Hob
- Pot wash Sink
- Stainless steel table 60cm
- Stainless steel table 2200cm
- Stainless steel prep fridge x 4 doors
- Commercial Refrigerator
- Commercial Freezer
- Chest Freezer
- Commercial Bins x2
- ENVIROCLAD 725 white hygienic wall cladding system
- Commercial Flooring

Outdoor Furniture & Equipment

- 31 Chairs
- 13 Tables
- 5 Pods