

Specification for a Café/Bar at West Totton Centre (Monday - Sunday Weekly).

TOTTON AND ELING TOWN COUNCIL



The Town Council is looking for an appropriately qualified and experienced organisation or individual(s) to provide and operate a bar/café at West Totton Centre, Totton to open Monday - Sunday on a weekly basis.

There are further catering opportunities outside of the specified opening hours to cater for function and Council events.

Proposed Contract Commencement: Mid May 2026, onwards

Application Return Date by 12 noon on 9th April 2026.

INFORMATION REGARDING DATA PROTECTION, FREEDOM OF INFORMATION (FOI), and CONFIDENTIALITY

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Interested parties should note that the contacts and information provided in this specification document may be used to invite applications for similar future work and may be provided to other authorities.

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Section 1 of this pack contains all the information you need to draw up a good quality response to our Invitation. Please read everything in the pack carefully. We aim to provide everything you will require in the pack, however if additional information is required please refer to the contact information in Section 1, Part 1.

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SECTION 1 - CONTACT INFORMATION

All enquiries should be submitted by 12 noon on 9th April 2026.

For pre-arranged site visits- West Totton Centre, Hazel Farm Road, Totton. Hampshire

Interested parties are welcome to attend a tour of the café/bar on prior arrangement with the Centre manager via jessica.murphy@tottoneling-tc.gov.uk

023 8086 1712

Please note- Officers on site will not be in a position to address or answer any questions regarding this specification- Any subsequent questions/clarification may be submitted via the Council's information email: info@tottoneling-tc.gov.uk.

SECTION 2: – PROCUREMENT TIMETABLE

It is intended that this procurement will run to the following timetable. In the event that changes are required we will endeavour to keep you fully informed. Every effort shall be made to avoid changes.

Should the closing date for applications be amended all applicants will be notified.

Enquiry deadline

Application submission deadline	12 noon – 9 th April 2026
Interviews	16th/17th April 2026
Contract award	TBA
Project start	To be agreed with Contractor
Project completion	To be agreed with Contractor

SECTION 3 – BRIEF, SPECIFICATION, AND FINANCIAL ARRANGEMENT

The following document sets out the Council's requirement. The quality of your application will depend upon a clear understanding of the requirements. If you are unclear about any of the contents it is essential that you ask for clarification before submitting your application of interest.

Introduction

The Council is looking for an appropriately qualified and experienced organisation or individual(s) to provide and operate a Cafe/Bar at West Totton Centre, Monday – Sunday on a weekly basis.



The aim is to provide a high quality Café/Bar for the visitors to the Centre and local residents by operating a Cafe/Bar based within the West Totton Centre. There is a fully fitted professional kitchen, tall fridge and freezer, sinks, preparation areas, professional oven, electric hob and other electrical equipment. There may be further catering opportunities outside of the specified opening hours to cater for function and Council events.



West Totton Centre

The Centre opened in October 1989 and has a growing attendance. The facility is enjoyed by the community and offers sports facilities such as squash, badminton, racket and pickle ball, table tennis and fitness groups.

It is a busy Centre, with good usage and footfall throughout the week and at weekends.

Facility includes both an indoor and outdoor area, with approximately 25-30 seating indoor, and approximately 50 outdoor. Total of approximately 60 square metres.

Table 1 shows the proposed hours, however, these hours can be extended on arrangement with Centre management.

Table 1 – Proposed Core and enhanced hours

Proposed Core hours	Scope for occasional/additional hours or opportunities (on prior arrangement) e.g. parties or events
Weekdays 11.00am – 10.30pm Friday 12.00 – 11.00pm Saturday 12.00 – 11.00pm Sunday 11.00am – 3.00pm	These can be discussed and costed separately. Any operation outside of these hours would require application from the District authority for relevant permission.

Table 1.

Financial Scope of Contract

Applicants should be aware that information provided as part of this specification exercise will be subject to current legislation.

The caterer would manage all use of the kitchen, bar/café within agreed opening hours. There may be further catering opportunities outside of the specified opening hours to cater for functions and Council events as the centres preferred supplier. Any events beyond the agreed opening hours would have a separate financial approach where income for the hire of the facility will remain with Totton & Eling Town Council while income for food and beverages would comply with the financial relationship with the Council set out by the provider and agreed as part of the lease below.

I.e. Totton & Eling Town Council would retain hire costs for the facility, and the provider would take payment for food and beverage from the external hirer, and subsequently comply with the financial arrangement (e.g. profit share) with the Council.

Financial arrangement

1. As part of this contract providers would need to understand a full explanation of financial relationship or payment to the Council (e.g. profit share) and proposed values or percentage shares. The Council would expect open book accounting on the financial takings relating to Cafe/Bar.
 - Example of where and how this is currently done.
 - e.g. The rent per week that would be paid by yourselves to T&ETC for rental of the kitchen, Cafe/Bar and café seating area
2. The caterer would manage all use of the kitchen, bar/café and community room within agreed opening hours.

Please take this as confirmation that the electricity supply, bar, kitchen equipment and some seating is provided by Totton & Eling Town Council. Any additional equipment, or furniture would be supplied and maintained by the provider at their own cost. Electricity costs are metered separately and are payable by the tenant.

Data would be required bi-annually on sales and popular items – sales volumes, profit and loss. This data should be provided to the Centre management on a bi-annual basis. This is in addition to any incident reporting and changes to food hygiene procedures and certification.

EXPENDITURE/INCOME AND ACCOUNTS DETAILS

Rent payable per month	£310.00 inc Vat
Average Electricity per month	£820.00 + Vat
Turnover (2022-2023)	£200,000 - £250,000
Cost of Sales (2022-2023)	£75,000 - £90,000
Overheads inclusive of salaries (2022-23)	£100,000
Net Profit (2022-2023)	£11,000 - £40,000

*All above figures are approximate and the Council can take no responsibility for the accuracy of these figures.

There is a profit share term in the lease for 1% payable to the Council on any annual turnover above the amount of £175,000.

*The operator would pay the Council a fixed sum each year, together with any profit share amount for the period of the lease and the Operator shall receive all incoming monies from sales and be responsible for all financial aspects of running the Café/Bar business.

Length of contract

This lease would be valid for 3 years with potential to extend for an additional 2 years. After which the Council would re-advertise this opportunity.

*The contract start and completion date will be agreed with the preferred supplier.

The successful applicant must agree to a Lease (and user agreement) with T&ETC prior to occupation.

Frequently asked questions

- Who will be responsible for maintaining the fixed facilities? For example, work top surfaces, wash hand basins, equipment sinks, hot and cold water supplies, toilets, lighting and ventilation etc?
 - Maintenance responsibilities remain with the Council, cleaning during and after operation hours would be the responsibility of the successful operator.
- Who will be responsible for providing etc suitable and sufficient chilled and/or frozen storage space?
 - T&ETC has provided a full height fridge and separate full height freezer which will be the sole use of the successful operator unless accessed for compliance reasons by the Council. Additionally, there is a cold storage facility for use.

- Will there be a requirement to have a pest control contract (NB: it is not a legal requirement to have such a contract) and who will be responsible for that?
 - No, the Council remains responsible for any pest concerns, however the successful operator is responsible for full compliance with food hygiene and cleanliness of the allocated areas from Monday – Sunday inclusive of operating hours and close down between these days. The operator is responsible for minimising any risk of pests in and around the premises.
- Is there a requirement that the operator register as a food business with the New Forest District Council?
 - Yes. The successful operator should register directly with NFDC. This must be done prior to any commencement of offer.
- Maintaining the café/bar throughout operating days and hours-
 - The successful operator is responsible for keeping kitchen and all allocated areas in a condition to satisfy the relevant UK legal requirements for food safety and hygiene in force at any time.
- Who will be responsible for maintaining the safety of gas and/or electrical installations and ensuring that appropriate safety certification is retained?
 - The Town Council retains responsibility for any certification of appliances supplied by T&ETC.
- The cafe/bar must be run in accordance with smoke-free legislation - this includes the outdoor seating areas
- Close down- on occasions where the Centre is closed advanced warning will be given to the operator - this may be for bank holidays and Christmas closure. Closures on these days have not yet been confirmed.
- If there is any mechanical extract ventilation (e.g. cooker hood or canopy with exhaust ventilation) who will be responsible for cleaning and maintaining it?
 - While the successful operator should complete any surface level cleaning the more specialised maintenance will be completed, maintained, and cleaned by the Council.
- Days/hours of use – the running of the bar/café should be completed in such a way that it does not cause noise and/or smell nuisance to neighbouring properties. This includes deliveries which should be completed within wider operational hours of West Totton Centre.
- Will a premises licence (e.g. for sale of alcohol) be needed?
 - If the tenderer wishes to supply alcohol as part of their provision then an alcohol license should be acquired. This is not linked or any responsibility of the Council or staff based at the West Totton Centre.
- All applicants should ensure they comply with on the Food Standards Agency's web site about setting up a food business at Start-up checklist for new food businesses | Food

Standards Agency. This should be added as an appendix to any application –

- Additional opportunities
 - There may be additional opportunities to cater for wider hirers alongside core opening hours and outside of these. E.g. a party, a social event. The tenderer would be expected to aid in the hosting of a community event by way of opening and operating the café/bar. These can be discussed, agreed, and costed separately. (See table 1, page 6.)

- Competition
 - On site there is a coffee vending machine. There are no other café/bar facilities on site.

- Are purchases required to utilise the space?
 - No, while this is a bar/café arrangement this is also a space to spectate local sport and community activities. While we will not allow individuals to bring in purchases from outside of the West Totton Centre (unless specifically agreed with T&ETC staff or Caterer e.g. birthday cake for an event), however, they are not required to make a purchase to use the space.

SECTION 4 – CONDITIONS AND GUIDANCE NOTES

Please find below further information regarding this specification. Totton and Eling Town Council (T&ETC) proposes to enter into contract for the supply, provision and management for a 7 day per week Bar/Café at West Totton Centre.

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- 1 This information is provided for the assistance of applicants, but does not form a part of the contract documents or lease.
 - 2 The work comprises of provision of a Bar/Café for the West Totton Centre users, hirers, members of the public, as well as T&ETC staff.
 - 3 Prospective applicants are advised to read the documentation and any appendices carefully to ensure that they are fully familiar with the nature and extent of the obligations to be accepted by them if their application is successful.
 - 4 Applicants must submit an application for the supply of the whole of the Services specified under the terms of the contract.
 - 5 Applications should be received by Totton and Eling Town Council tender system. Late or incomplete applications will not be considered.
 - 6 It is possible that TUPE may be applicable. Should your company/organisation be offered the lease in principle we will direct you to the relevant existing Lease holder to discuss and confirm arrangements (if applicable) before awarding the contract.

Confidentiality

All information received by Totton and Eling Town Council in connection with the Invitation to apply

shall be treated as confidential and shall not, without the prior written consent of the applicant, at any time make use of such information for their own purposes or disclose such information to any person (except as may be required by law or where such information is disclosed for the purposes of obtaining sureties, guarantees or comments from insurers/legal advisers and other information required to be submitted with the application).

Each applicant warrants to Totton and Eling Town Council that no document that it prepares as part of its application shall infringe any Intellectual Property Rights. Each applicant shall retain Intellectual Property Rights in all documents that it prepares as part of its application and Totton and Eling Town Council shall not copy or use any such documents other than for the purpose of evaluation of applications. Totton and Eling Town Council reserves the right to retain all documents submitted by each applicant as part of its application throughout the period that their application remain valid and open for acceptance.

Each applicant undertakes to indemnify Totton and Eling Town Council and to keep Totton and Eling Town Council indemnified against all actions, claims, demands, liability, proceedings, damages, costs, charges and expenses whatsoever arising out of or in connection with any breach of the foregoing provisions.

Freedom of Information Act

Totton and Eling Town Council is subject to the provisions of the Freedom of Information Act 2000 ("FOIA"). The Act, as from 1st January 2005, provides that anyone can ask the Council for any information held by it, or on its behalf and, unless an exemption applies, the information must be supplied. This means that all the information which a contractor has provided and may provide in future to the Council will be subject to the Freedom of Information Act 2000.

In the absence of special circumstances, the specification and any other part of the application documentation, may be regarded as not subject to any exemptions, and therefore capable of being disclosed under the FOIA.

In respect of any completed application, where the Council is required to consider whether any information contained therein should be disclosed further to the FOIA, it will be necessary to consider whether any exemption applies. Where the applicant considers that any of the information contained in its application is subject to any exemption, this shall be stated in the submitted application.

The attention of applicants is drawn to Section 43 of the FOIA which provides that information is exempt information if it constitutes a trade secret, or if its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the Council). Applicants are further advised that, if this exemption applies, it will then be necessary for the Council to determine whether the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

If the Council receives a request under the Act, which involves information provided in an application the Council may, but is not obliged to, consult with you. However, The Council has a very limited time in which to decide whether or not information can be released, so it is imperative that you ensure that the Council has up-to-date contact details and that the contact is able to respond to a request quickly. If a quick response cannot be provided, the Council will have to make a decision without your input.

Further information about the Act and a copy of the code of practice are available from the Information Commissioners website at www.ICO.org.uk

Sufficiency of Information

Information supplied is for the general guidance of applicants only. Applicants must satisfy themselves by their own investigations with regard to the accuracy of all such information and no responsibility is accepted by Totton & Eling Town Council for any loss or damage of whatever kind and howsoever caused arising from the use of such information.

The full cost of responding to this invitation process, including but not limited to any costs and/or expenses involved in the preparation of the application response and for any subsequent presentations and/or demonstrations and/or negotiations, will be borne by the applicant. Totton and Eling Town Council shall have no liabilities in this regard.

Applicants shall be deemed to have satisfied themselves before submitting their application as to the correctness and sufficiency of the information stated the specification and in their application which shall (except in so far as it is otherwise provided in the Contract) cover all their obligations under the Contract and shall be deemed to have obtained for themselves all necessary information as to risks, contingencies and all other circumstances influencing or affecting the application.

Qualification of Offer

Applications must not be qualified but must be submitted STRICTLY in accordance with the specification document. Only applications submitted without qualification strictly in accordance with the specification document will be accepted for consideration. Applicants should not include in their application any extraneous information which has not been specifically requested, for example, standard terms of trading, sales literature etc.

Confidentiality of Application, Information and Documents

The applicant shall not approach any employee of Totton and Eling Town Council (other than those designated as contacts in the Invitation to apply) with a view to providing or requesting information on any part of their application. This section details the key actions that are required by T&ETC by all applicants. Application non-compliance may be regarded as breach and may result in T&ETC removing the application from the process.

SECTION 5 - HOW APPLICATIONS WILL BE EVALUATED AND AWARDED

These notes provide details on how applications will be evaluated. The application process will be conducted to ensure that applications are treated equally and fairly.

Evaluation of Applications

Evaluation of applications will always rely upon the information that you have provided. If you fail to provide all the information requested, you will put your application at a disadvantage.

Parties are asked to provide details listed in section 7 including proposed hours, costings and understanding of the financial relationship with the Council.

Operating hours are to be proposed covering a minimum of Monday to Sunday daytime. We are also keen to enable the successful party to take on the role of preferred supplier for wider events at the West Totton Centre for example catering for parties, corporate events and functions.

Evaluation criteria

Applications will be evaluated using the following criteria and score weighting

1. The appropriateness of the offer for the Council and local community.
2. Financial value to Council and local community – based on the proposed business plan and subsequent value for money for users of West Totton Centre.
3. Relevant past experience and demonstration of how this is of benefit to this contract.
4. Satisfactory references and certification.

Written answers and business plan will be evaluated alongside any attachments or references, and these documents will demonstrate how your proposal meets our requirements.

A clear and easily understood applicant that answers all the posed questions (without any unnecessary irrelevant information) increases the chances of success.

SECTION 6 - HOW TO RETURN YOUR APPLICATION SUBMISSION

The information in this document will help you offer a quality response to our invitation to apply. Please read the notes carefully as they address many of the frequently asked questions.

Applications received after the returns deadline will not be considered apart from in exceptional circumstances when they may be considered at the discretion of the Council.

Applications should be submitted by post addressed to the Town Clerk and marked private & confidential

Please only return items that the specification specifically asks for.

Scope - General guidelines and principles

- It is strongly advised that any site visit(s) is/are undertaken prior to the submission of your application. Interested parties are welcome to attend a tour of the kitchen, bar and community room however this MUST be with prior arrangement with the Centre manager via Jessica.murphy@tottonelng-tc.gov.uk
- We are looking for a café/bar offering which is appropriate for the site demographic, users, and local residents.
- We would not allow sub-contractor(s)
- The provider would be responsible for all elements of managing their own staff. Any employed staff remain as employees of contractor. Any relevant references, first aid, catering (food and hygiene) qualification, and pre-employment checks would be the responsibility of the provider. It is possible that TUPE may be applicable. Should your company/organisation be offered the lease in principle we will direct you to the relevant existing Lease holder to discuss and confirm arrangements (if applicable) before awarding the contract
- Compliance with all industry standards and best practice guidelines is essential. In addition to relevant insurances and employee legislation and safeguarding compliance.
- The successful applicant must agree to a Lease (and user agreement) with T&ETC prior to occupation.
- Any provision of keys, alarm codes and fobs would be under the management of Centre staff.

- The provider is responsible for site security measures that adequately safeguards the site, the works, equipment, and materials from damage and theft, and prevent unauthorised access to their managed areas. The provider must behave and operate in line with T&ETC and West Totton Centre's procedures and any operation in addition to the core operating hours of the Centre must be agreed in advance with Centre management.
- Standard pollution control prevention conditions, health and safety, COSHH, food hygiene standard, packaging, must be in place for the duration of provision and any related preparation.
- All works are to be carried out in accordance with current Health and Safety at Work Act and all other relevant Acts, Regulations, Rules, and Orders pertaining to Health of Safety of Employees.
- The provider is to arrange for competent site supervision at all times to ensure high standards of provision, cleanliness, and the safeguarding of the public and property.

Equipment guidelines

- All equipment used, which supplied by T&ETC, should be used and cleaned in accordance with manufacturer's guidelines and cleaned and packed away between shifts.
- All equipment supplied (and kept on site) by the provider would be the responsibility of the provider. This includes PAT testing (which will be completed by T&ETC and recharged on an itemised basis), cleanliness, and operational compliance with H&S and food hygiene standards.
- Staff must be fully and relevantly qualified to operate any equipment on site both provided by T&ETC and by the provider.
- The Lessee responsible for keeping all equipment (including that provided by T&ETC) in a good, working and clean condition throughout operating hours. Failure to do so will result in the Lessee replacing the equipment with a similar (approved) replacement to T&ETC. Any failure of equipment due to fair wear and tear or has reached its end of life will be replaced by T&ETC.

Supervision

- The provider is responsible for arranging competent site supervision at all times to ensure high standards of service and the safeguarding of the public and property.
- It is the providers' responsibility to appoint a suitably qualified, on-site supervisor who will keep in regular contact with the T&ETC and West Totton Centre's supervising officer. Informing of any changes to service provision in advance.
- Generally, the provider will be supervised indirectly by the Council by way of general site presence and checks, giving the provider additional guidance and instructions as necessary.

However, the Council reserves the right, to exercise direct supervision of the provider if deemed necessary in special circumstances, safety concerns, or because of unsatisfactory performance or when misconduct has occurred.

Site security and safety

- The contractor shall make all necessary arrangements to secure the bar/café areas throughout opening hours and at the end of operation (between shifts). This includes cleanliness, locking areas and not allowing access to the general public to kitchens or behind serving areas.
- All vehicles including deliveries shall be parked so as to not cause a hazard or nuisance to the residents, other vehicles or pedestrians. The site must comply with Health and Safety Regulations.
- All waste must be disposed of in accordance with best practice guidelines and at the full cost and arrangement of the provider. This waste must be removed from the site with no detrimental impact on current site staff or waste collection for the Council or its lease holders.
- All waste generated from the catering unit will need to be removed off site daily. Alternatively, caterers can provide, fund, and manage their own bin, using the centres bin store and associated collections on arrangement with Centre management.

SECTION 7: REQUIRED INFORMATION/TEMPLATE

The following information is required as part of this application but presentation of this information is at the discretion of the provider.

Basic information

Company/Applicant information
Contact details
Company website if applicable
Please provide a photograph or any branding or personalisation proposed, if applicable, for the opening hours of the site and give explanations of how branding would be a temporary addition to the site (removed outside of opening hours)
Pack away proposal- what proposed equipment would be brought in?
Please give details of proposed non-food/drink items would be sold, if so what;

Criteria 1 - The appropriateness of the offer for the Council and local community.

<ol style="list-style-type: none"> 1. Proposed catering offer including core list of food and drink on offer <ol style="list-style-type: none"> a. Attachments of menu or list welcome- please add attachment title here. b. Additional catering offer available on request. i.e. for special events c. Sustainability information. E.g. Limited use of single use plastics, recyclable/ compostable takeaway cups etc.?
<ol style="list-style-type: none"> 2. Confirmation that the service will run on Monday - Sunday inclusive, and an outline of proposed hours. <ol style="list-style-type: none"> a. What date would your organisations be able to commence? b. Explanation of proposed core hours (if different from proposed) c. Ability to cater for prearranged functions at West Totton Centre on days and times outside of the above.
<ol style="list-style-type: none"> 3. What healthy/locally sourced food options will be offered?
<ol style="list-style-type: none"> 4. Proposed schemes, loyalty, or offers to encourage use from clubs, local people and business, or to encourage sustainable behaviour.
<ol style="list-style-type: none"> 5. Examples of awareness of local need and examples of ambitions for the offer and ways in which local people and users would be best catered for.

Criteria 2 - Value to Council and local community based on the proposed Business Plan and subsequent value for money for users of West Totton Centre.

1. Explanation of financial relationship or payment to the Council (e.g. profit share, or rental) and proposed values or percentage shares.

Please take this as confirmation that the electricity supply, bar, kitchen equipment and seating in situ is provided by T&ETC; electricity is payable by the successful applicant.

NB. The Council would expect open book accounting on the financial takings relating to West Totton Centre Cafe/Bar. We recommend any applicant should provide examples of where and how this is currently done.

2. Please give details of what food and drink types, suppliers, and brands would be sold (if known) and the proposed core prices of items like-

Tea

Coffee

Speciality coffee

Bottled Water

Roll/panini

Cake/pastry

Pizza

Hot Food

Speciality offer- party catering or cakes etc.

Supply and sale of drinks on a free-house basis

Criteria 3 - Relevant past experience and demonstration of how this is of benefit to this contract.

Previous experience (years and venues, reason for cease) and explanation of how this experience would be of benefit to the Council.

Other Required information- satisfactory references and certification.

Please provide any other relevant details regarding the Licences you posses

There would be an alcohol offer. Do you have a license?

Please provide any other relevant details or summaries regarding the Service.

Criteria 4 – Statutory References and Certificates

Additional information- 2x reference details, letter of recommendation (optional), and certification

- Insurances and Public liability details (or confirmation that this is attainable by commencement date)
- Local authority certification of hygiene registration (or confirmation that this is attainable by commencement date)
- VAT number
- Alcohol license details (not essential)
- Satisfactory food hygiene, health and safety, food standards certification (or confirmation that this is attainable by commencement date)
- A completed [Start-up checklist for new food businesses | Food Standards Agency](#)
- Reference details

Deadlines

Application submission deadline	9 th April 2026
Interviews	16th/17th April 2026.
Contract award	TBA
Project start	TBA
Project completion	TBA
