**Tender for retail catering at Worthing and St Richard’s Hospitals, Sussex**

**on behalf of**

**University Hospitals Sussex NHS Foundation Trust**

**Graphical user interface

Description automatically generated**

**Technical Response**

C212869

Responses to the following requirements should be provided as written documents provided within your response on the Portal.

You should refer to the following documents.

* Tender Retail Catering Spaces SRH and Worthing 23092023
* Retails Spaces Financial Evaluation

Please be aware that bids cannot be progressed where Caterers/Operators do not hold.

* 5\* EHO rating
* Required legislative food safety and health and safety requirements.
* Public and Employee Liability Insurance of £5m and Professional Indemnity Insurance of £2m
* Ethical employment practices, specifically that staff are paid Living Wage and that operators can demonstrate ethical supply chain practices

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| **Executive Summary** (for information, not scored) | |
| Summarise your proposal.  Maximum one side of A4, Font 10, Verdana.  Title your response: “Company Name and Lot bidding for” | Your response should include, but not be limited to:  Succinctly summarise your company values, ethos and proposals outlined in this tender response. |

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| **No.** | **Method Statement (Criterion)** | **Minimum focus Points** | **Weighting** |
| **Service Proposal** | | |  |
| **1.** | Provide full details of your service delivery proposal including providing details on the systems and processes that your organisation will use.  Maximum 8 sides of A4, Font 10, Verdana.  Title your response: “Company Name - MS 1” | Your response should include, but not be limited to:  Proposed operational processes, methods for delivering the service, data sharing requirements, productivity, opening hours and plans to achieve the target opening hours and any plans to extend beyond this, any plans you have to meet the needs of NHS staff who work unsocial hours, any pre-order, delivery plans you have, pay rates and employment practices, including your company values and ethics in relation to employment terms and conditions and the health and wellbeing practices of your operation, ideas to enhance the service, how you will use technology to manage the service and proposed marketing and merchandising to maximise revenue streams and customer loyalty ideas. How does and will your business embody our values and those of the wider NHS as well as the brand guidelines of our Trust? | 10 |
| **Service Management and Supervision** | | |  |
| **2.** | Provide details for the proposed management of the service    Maximum two sides of A4, Font 10, Verdana.  Title your response: “Company Name – MS 2” | Your response should include, but not be limited to:  Location of management office, offsite/onsite management and supervision and processes, planned and unplanned absence management, induction and regular training and awareness and competency assurance, complaints and rectification procedures and the visibility of Area Manager and/or Senior Operational Management involvement. | 5 |
| **Capability and Experience** | | |  |
| **3.** | Detail your capability and experience in respect of your ability to achieve the required specification  Maximum one side of A4, Font 10, Verdana.  Title your response - “Company Name – MS 3” | Your response should include, but not be limited to:  Experience of delivering similar services including examples of operations and practices, organisation structure, specifically for this service; staff competency - skills and experience of staff, management and supervisors; training; recruitment and retention. Evidence of 5\* EHO Rating. | 6 |
| **Social Value** | | |  |
| **4.** | Detail how your proposal will enhance Social Value within the local area.  Maximum two sides of A4, Font 10, Verdana.  Title your response: “Company Name – MS 4” | Your response should include, but not be limited to:  How your service will improve the social, environmental, and economic well-being of the county in respect of your workforce recruitment, vacancy marketing and promotion, environmental management and supply chain management.  Please tell us where you are based as a business, how you manage local food supply chains and whether your business does, or will do anything else to support the overall health of the local community.  The Trust also requires evidence of ethical employment practices, specifically that you will pay staff minimum wage and that you can evidence ethical supply chain practices. | 10 |
| **Quality Assurance** | | |  |
| **5** | Detail the measures you will have in place to assure the quality of your services.  Maximum two side of A4, Font 10, Verdana.  Title your response: “Company Name – MS 5” | Your response should include, but not be limited to:  Quality management processes, data protection and data capture and reporting procedures, risk management, maintaining service levels; emergency planning procedures, inspection and supervision, QA training and awareness, customer/stakeholder feedback and inclusion; service governance and audit structure; named contract manager, management information; incidents, praise and complaints procedures and any recognition and reward schemes you have in place.  Do we need anything here about the security of the units? Or about the maintenance of the equipment | 6 |
| **Environmental Management and Sustainability** | | |  |
| **6** | Detail the Environmental Management measures you have in place and how your environmental practices will support the Trust to deliver the ambitions within its Green Plan.  Maximum two sides of A4, Font 10, Verdana.  Title your response: “Company Name – MS 6” | Your response should include, but not be limited to:  Environmental Management System (EMS); EMS accreditation; policies and procedures; training and awareness; legislative compliance; personnel roles and responsibilities; carbon footprint and initiatives.  Provide details about how your environmental practices will support the Trust to deliver ambitions within its Green Plan, including your approach to providing vegan/vegetarian and low carbon menus/food choices , how you will minimise overall waste and food waste and your approach to reducing single use plastics across your operation. | 10 |
| **Example Menus and Tariff** | | |  |
| **7** | Detail example menus and tariff you are proposing  Maximum four sides of A4, Font 10, Verdana.  Title your response: “Company Name – MS 7” | Your response should include, but not be limited to:  Items with tariff that you intend selling daily, a weekly menu including hot and cold dishes and any specials that will change on a daily basis.  How many meal/food items will be available for less than £5? Will you be providing ‘meal deals’?  Outline the health benefits and nutritional information of your menus, the variety of vegan/vegetarian options you will make available across hot and cold choices | 10 |
| **Mobilisation** | | |  |
| **8** | Detail your mobilisation procedures and experience.  Maximum two sides of A4, Font 10, Verdana.  Title your response: “Company Name – MS 8” | Your response should include, but not be limited to:  Your approach and experience of mobilising contracts of a similar size and nature to UH Sussex. Operators will be expected to make their own tests on the equipment and report any faults to UHSussex. | 6 |