

## Procurement Strategy & Specification

FE1360

### Provision of Bean-to-Cup Coffee Machines

#### *Procurement & Commercial Services*



## DOCUMENT CONTROL

### Project reference

FE1360

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July 2016

### Amendments issued since publication

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## **Background**

At Salisbury District Hospital (SDH), Salisbury NHS Foundation Trust provides a range of clinical care, which includes general acute and emergency services, to approximately 225,000 people in Wiltshire, Dorset and Hampshire. Specialist services, such as burns, plastic surgery, cleft lip and palate, genetics and rehabilitation, extend to a much wider population of more than three million people. Trust staff provide outpatient clinics in other locations in Dorset and Hampshire. Specialist staff hold outreach clinics in hospitals within the Wessex area and, in total, the Trust employed 3,890 staff at 30 September 2014. This includes full and part-time staff.

## **This Procurement**

The Trust currently operate 5 bean to cup coffee machines across its two retail catering outlets on the Salisbury Hospital site (3 machines in the Springs Restaurant, 2 in the Hedgerows Coffee Lounge). These are now reaching the end of their life and therefore are requiring replacement.

Additionally, two coffee brewers are currently operated capable of brewing up to 10 litres, one located in Hedgerows and a second in our Education Centre. Replacement of these is required as part of this contract.

The Trust is inviting offers from interested suppliers, to be let on a three year contract with an option to extend for a further two years.

As a minimum level of specification, machines offered by suppliers must :

1. Be able to manage the volumes indicated in the Sales Reports attached to this Tender, and allow for reasonable expansion;
2. All units must be “plumbed in” not manual water refill machines;
3. Be able to offer both 9oz and 12oz drink options;
4. Be able to accommodate personally provided cups as well as disposable;
5. Be able to offer a variety of coffee types (e.g. cappuccino, latte, Americano, etc) together with hot chocolate and a hot water option;
6. Operate using powdered milk not liquid milk;
7. Have suitable self-clean and programmed hygiene routines;
8. At each location at least one machine will be specified with customer direct payment options – either coin, token or card. We will not split provision of these by company, therefore all bidders must be able to provide both customer-pay and non-payment machines;
9. The providing company should give details of their branding, support material, and promotional offerings;
10. Full details and pricing for ingredients must be provided as part of the tender response;
11. All lease/hire prices for machines must be guaranteed for three years.
12. Bidders must provide a sample Service Level Agreement including fault-to-fix times, machine replacement options, etc.

13. Bidders should provide information on how they analyse and react to market trends, e.g. new drinks types, etc, and how they would apply this as part of the contract.

**Your tender response must clearly indicate how you will demonstrate compliance with each of the above points.**

**We recommend bidders visit the site to fully ensure they are aware of the requirements. This can only be done by appointment with SFT's Procurement Team, and such visits must be requested via the Bravo procurement portal only.**

Contracts will be let under Standard NHS Terms for Goods & Services, and supplier contract variations will not be accepted.

#### Procurement Process & Timetable

Advertised via Contracts Finder	Monday 11 <sup>th</sup> July 2016
Last day for Clarification Questions or visits	Friday 29 <sup>th</sup> July 2016
Completed responses required	Friday 12 <sup>th</sup> August at 12:00
Discussions with preferred bidder(s)	To be confirmed

This Opportunity is being advertised via the Cabinet Office Contracts Finder Website. All required documents are published via that Portal and are freely available. **Salisbury NHS Foundation Trust uses the Bravo NHS Portal for advertising opportunities and managing supplier responses. All bidder participation must be via this Portal, and we do not accept quotations, clarification questions, or other communications outside of the Portal.**

If you wish to respond to a published opportunity :

Go to [https://nhs.bravosolution.co.uk/nhs\\_collaborative/web/login.html](https://nhs.bravosolution.co.uk/nhs_collaborative/web/login.html)

Register as a supplier, if you are not already registered with Bravo Health. Complete the quick registration process – this will only need to be done the first time you use Bravo Health.

Click on “Current Opportunities”

Select the Opportunity you are interested in, and view the attached documents.

To participate, click on [Login or Register to Participate](#) and follow the instructions.

**ALL BIDDERS must comply fully with the Trust's Suppliers Code of Conduct** which is published as part of the tender documentation on the Bravo portal. **BIDDERS MUST NOT** make direct contact with any Trust staff member, or engaged consultancy, without going via SFT Procurement & Commercial Services, who's email is [tenders@salisbury.nhs.uk](mailto:tenders@salisbury.nhs.uk). The Trust reserves the right to exclude bids where this process has not been followed.