**APPENDIX G – SERVICE REQUIREMENTS**

1. **CATERING/HOSPITALITY SERVICES - REQUIREMENTS**
   1. **GENERAL INFORMATION**
      1. **Opening Times and Holiday Closures**

RSSB operate throughout the year with the offices closed between Christmas and New Year and observe statutory and public holidays.

* 1. **FACILITIES**

There is a limited size pantry available to the caterer which is located on the 4th floor, adjacent to Reception, meeting rooms and the staff break-out area. Equipment includes 3 upright refrigerators, a bulk brewer, a Vivreau water bottling unit, two under-counter dishwashers, cupboards and work-tops, shelving, recycling and waste bins, a desk and computer and trolleys.

* 1. **REFUSE COLLECTION AND RECYLING**

The caterer is responsible for sorting refuse within the catering area into food waste, general waste and dry mixed recycling waste.

* 1. **CLEANING (4th floor, The Helicon Pantry area)**

As well as the duties detailed under specific services, the Contractor is responsible for ensuring that the cleaning of table top surfaces in the pantry area is carried out to a high standard.

1. **CATERING SERVICES - OVERVIEW**

The following details the key catering services required by the RSSB.

* 1. **FREE ISSUE BEVERAGES**
     1. **Requirement**

The Contractor shall provide a Catering Service that meets the following requirements:

* Monday to Friday during business hours;
* The provision of milk, tea and coffee ingredients, as detailed in the Pricing Schedule, for office users and meetings, delivered to 3 beverage points on floor 4;
* The replenishment of ingredients for 2 Schaerer automatic table top coffee machines located at the beverage point in the canteen area, after an initial early morning service by the vending contractor Pelican Rouge these are then checked and replenished by the day cleaner on site. Note: ingredients are currently supplied by Pelican Rouge and therefore the cost does not form part of this tender. RSSB reserve the right to review this arrangement at any time during the Contract term. There are plans to lease 2 additional table top coffee machines to replace the 2 Schaerer table top coffee machines and relocate these to the beverage points in the open plan office area.
* The daily recording of beverage point refrigerator temperatures;
  1. **OFFICE MEETINGS**
     1. **Requirement**

The Contractor shall deliver a Catering Service that meets the following requirements:

* Typically, Monday to Friday during business hours.
* Food and drink provision for meetings (predominately breakfasts and lunches), which is preferably made at a central production kitchen rather than outsourced to a third-party provider;
* RSSB staff, members and visitors at both the primary location of the RSSB offices (‘The Helicon’) and where appropriate, external venues that are used for RSSB meetings;
* The Helicon for both breakfast and lunch meetings, as well as refreshments
* Special functions, e.g. staff celebration events (monthly payday breakfasts), Christmas functions and evening events (taking place either on 4th floor, 7th floor rooftop)
* Provision of a wide choice of nutritionally balanced and healthy options for both breakfast and lunch meetings at different price points
* Accommodate diverse dietary and allergy requirements, and cultural and religious backgrounds as necessary;
* Compliance with the relevant requirements of the Food Safety Act 1990, the Food Safety (General Food Hygiene) Regulations 1995, any other current health and hygiene legislation, and DfES guidelines;
* The method of catering provision selected should;
* Ensure that all food served must be produced in a way that meets UK legislative standards for food production, or equivalent standards.
* Reflect modern eating habits including provision for ethnic, religious and special dietary requirements;
* Represent nutritional choice, particularly in relation to lunch options;
* Offer value for money across a range of options.
* The cleaning of serving and function areas immediately following the completion of any special event where staff have been supplied, together with any reactive cleaning during serving to deal with spillages and litter;

The typical profile of requirements is as follows:

|  |  |
| --- | --- |
| **Requirement** | **Description** |
| Breakfast meetings | Catering for meetings up to approximately 30 pax – to include a variety of options such as yoghurts, smoothies, fresh fruit, granola, bircher muesli, pastries and other alternatives |
| All staff breakfasts  (Payday breakfast) | Catering for all staff breakfasts up to approximately 150 pax – to include all options as set out above, but also capability to deliver warm savoury rolls and other options on the morning required |
| Lunch meetings | Catering for meetings up for typically 50 pax, with Food for Thought events up to 200 once each month – to include a wide and varied selection of sandwiches, wraps and rolls (fillings to cover vegetarian, meat and fish options) including gluten free options, salad bowls and cold platters (vegetarian, meat and fish options) as a minimum offering |
| Options for short meetings and refreshment breaks | Catering for meetings where a full meal will not be offered or a refreshment break is required up to approximately 50 people – to include smoothies, pastries, cakes, homemade biscuits/cookies, fruit and other healthy alternatives, including gluten free options |

* + 1. **Volumes**

Total volumes for delivered beverages and sandwich lunches between January & November 2016 are as follows:

|  |  |  |
| --- | --- | --- |
| Month (2016) | Beverages (tea/coffee/water) | Sandwich Lunches |
| Jan | 2223 | 711 |
| Feb | 3728 | 1357 |
| March | 2943 | 984 |
| April | 3484 | 1066 |
| May | 3669 | 1286 |
| June | 2583 | 986 |
| July | 2685 | 1225 |
| Aug | 1652 | 601 |
| Sept | 2843 | 1183 |
| Oct | 1712 | 616 |
| Nov | 3629 | 967 |
| **Total** | **31151** | **10982** |

* Beverages - there is typically a minimum of 3, an average of 7 deliveries per day with some days having a much greater demand, typically there are 15 to 20 covers per delivery
* Sandwich Lunches - there is typically a minimum of 1 and an average of 4 deliveries per day, typically 10 to 20 covers per delivery.
  1. **SPECIAL EVENTS**
     1. **Requirement**

The Contractor shall deliver a Catering Service that meets the following requirements:

* Service times: variable depending on event. Typically, Monday to Friday, predominately lunch time and occasional evenings.
* Provide food items and other related catering Services at both the primary location of the RSSB offices (‘The Helicon’) and where appropriate, external event venues that are used for RSSB meetings or events;
* Operate a good booking system which demonstrates flexibility and a fast turnaround time where required; linked into RSSB’s current room booking system Condeco if possible;
* Ensure all goods purchased for consumption to be of "prime quality" or "class 1" quality, fresh and undamaged on receipt and at time of cooking and serving, of the source and specification anticipated and capable of meeting all relevant standards;
* Provision of a service that can supply alcohol where required for evening and stakeholder events;
* Hospitality menus and price lists shall be made available by the Supplier and agreed with the Contracting Body on a regular basis.
* Provision of appropriately trained catering service staff in presentable uniforms, as and when required
* With regards to food and service quality Standards, the Contractor shall;
* Serve food at a temperature in accordance with the food item requirements;
* Maintain menu choice in accordance with the agreed menu cycle;
* Provide crockery and cutlery as required;
* Ensure menu items are clearly labelled where appropriate;
* Ensure portion guides are available (e.g. sandwich lunch menus);
* Ensure food is sent appropriately packaged and arrives in accordance with the agreed presentation requirements
* Ensure staff are trained and qualified to deliver catering Services when they are provided for special functions;
* Operate a kitchen to ensure safe delivery of food and its hygienic storage to RSSB offices or other venues;
* Storage of foods complies with all statutory regulations;
* The washing and sanitation of equipment and utensils when preparing food;
* Remove all rubbish from the catering area to a designated location onsite in a safe and hygienic manner for special functions and events where staff have been supplied;
* Ensure that area is cleared post event ensuring it’s in a clean operational state;
* Dispose of waste both food and other in an environmentally friendly way, using the site’s recycling facilities.

The profile of requirements varies by event but typically is as follows:

|  |  |
| --- | --- |
| **Requirement** | **Description** |
| Lunches | Catering for lunches during events held at the RSSB offices up to approximately 90 pax – to include all options as per the above description, but with additional options such as finger food, build your own salad bowl, build your own sandwich and other innovative alternatives |
| Offsite events | Catering for events held at external venues where required catering for between 20 and 250 pax – to include all the above and the option for a day delegate offer or hot food where venue facilities allow |
| Evening events | Catering for evening events (note, evening events only take place approximately 5-6 times per annum) at the RSSB offices (held either in a meeting room, the canteen area, the members’ reception or the 7th floor roof terrace) up to approximately 100 pax – to include a wide and varied selection of canapes, finger food buffet items, warm items where available to be delivered on the evening, and more substantial options such as bowl food. |
| Offsite evening events | Catering for evening events held at external venues (please note this is a rare occurrence) – to include all the above that would be available at the RSSB offices, plus the provision of hot food, fork buffets and seated dinners where venue facilities allow. |

* + 1. **Event Volumes & Specifications**

Total volumes and typical booking patterns are as follows:

* The number of events held onsite range between 20 and 30 per annum, with covers ranging between 40 and 90 and averaging 50.
* The number of events held offsite range between 15 and 20 per annum, with covers ranging between 20 and 250, usually at the higher end and is the key reason an event is held offsite.

1. **INFORMATION REQUESTED**
   1. **MENUS, SERVICE AND PRESENTATION SKILLS**

Please provide example menus and optional service elements with associated prices for the following services;

* Office meetings
* Special events – food (to include but not limited to morning and afternoon refreshments, canapes, bowl food, finger food, fork buffets, sit-down lunches and dinners), drinks menu service staff (crockery, cutlery, linen upon request)
* Please detail the resource and systems you have available to ensure that the on-site team and casual service staff are fully supported.
  1. **STAFFING / TUPE**

Please detail the resources your organisation has at its disposal and how you intend to source the range of services detailed in the service requirements such as;

* Operation of the beverage points
* Operating and sourcing office meeting requirements
* Operating and sourcing special events.
* Please explain how you would manage any existing personnel transferring to your organisation and how you would ensure that they can provide the services as outlined in your proposal
  1. **SUSTAINABILITY**

Please detail what systems you have in place as an organisation and what initiatives you would promote to ensure that the services are sustainable and comply with RSSB’s stated requirements through:

* + 1. **Waste reduction**
* Encourage use of facilities for recycling and ensure that waste in the catering area is sorted into available recycling containers, currently, food waste, general waste and dry mixed recycling waste
  + 1. **Sustainable procurement**
* Make procurement decisions that consider social and environmental factors whilst achieve best value for money e.g. locally sourced (within 60 miles) of London and British seasonal products where possible.
* All fish are demonstrably sustainable with all wild caught fish meeting the FAO Code of Conduct for Responsible Fisheries (includes Marine Stewardship Council certification and Marine Conservation Society “fish to eat” or equivalent). No ‘red list’ or endangered species of farmed or wild fish shall be used (Marine Conservation Society ‘fish to avoid’). 1Fish includes all fish including where it is an ingredient in a composite product.
* Provide free range eggs only
* Provide healthy and sustainable options in menus
* At least 50% of meat and meat products, breads, breakfast cereals, soups and cooking sauces, ready meals and pre-packed sandwiches (procured by volume) meet Responsibility Deal salt targets and all stock preparations are lower salt varieties (i.e. below 0.6g/100mls).
* Promote Fairtrade products where possible
  1. **CONTRACT MANAGEMENT AND REPORTING**
* What monthly trading reports and back-up data for itemised free issue beverage consumption, office meeting and special event catering will be issued by your organisation.
* Attendances at monthly and quarterly reviews by Account Management.
* Risk management systems and processes for mitigation of risk  
  1. **QUALITY ASSURANCE AND STANDARDS / HEALTH, SAFETY AND HYGIENE**
* Please provide details of your approach to quality assurance and what systems you have in place to ensure a high standard of service
* Please demonstrate your commitment and ability to comply with all current and changing legislation concerning all aspects of Health, Safety and Hygiene at work, in particular, the relevant Food Safety Acts.
* Please list any standards / qualifications you have in place.
  1. **MOBILISATION PLAN**
* Please detail the activities you would undertake from contract award in late February 2017 until contract start at midnight on 1st April 2017 and outline any support required from RSSB.
* Please ensure that you have included any details of set up costs in the separate excel spreadsheet attached as Appendix H: Pricing Schedule.