# National Institute for Health and Care Excellence

# Requirements specification for

# Manchester Catering Services Contract

1. **Introduction**

The National Institute for Health and Care Excellence (NICE) provides national guidance and advice to improve health and social care. In April 2013 we were established in primary legislation, becoming a Non Departmental Public Body (NDPB) and placing us on a solid statutory footing as set out in the Health and Social Care Act 2012.

NICE's role is to improve outcomes for people using the NHS and other public health and social care services. We do this by:

* Producing evidence-based guidance and advice for health, public health and social care practitioners.
* Developing quality standards and performance metrics for those providing and commissioning health, public health and social care services.
* Providing a range of information services for commissioners, practitioners and managers across the spectrum of health and social care.

Further information describing the methods and process employed by NICE are available from NICE’s website ([www.nice.org.uk](http://www.nice.org.uk)).

The current contract for the Manchester catering servicewill finish in July 2018 and this tender is for a replacement service for the provision of lunchtime refreshments for meetings and occasional other provisions on an ad hoc basis.

The contract will initially be let for two years and may be extended for one or two years.

1. **Specification**

This requirement specification is for the delivery of high quality, cold refreshments in line with the health and wellbeing objectives of the organisation to the Manchester office. Purchase orders will be despatched from NICE via email by 4pm on the day before the requirement or earlier. The size and nature of meetings vary and some days we will not require catering, but over the past 12 months the minimum numbers of lunches on one day was nine and the maximum was 110, with on average 35 lunches being provided per day. Information on the number of lunches per month and by weekday are shown in Appendix 1.

We currently supply a number of menu choices with options for various dietary requirements (most commonly gluten free, dairy free, halal), specified as required. We supply hot and cold drinks in house. We are taking this opportunity to review the catering offer presented for our meetings and events at NICE and would welcome contractors suggestions. Our preference is to appoint 2 contractors to provide this service.

## Deliveries are to be made to Reception, between 8.45am and 5pm, Monday to Friday. Deliveries must be made by a time that allows our staff to distribute the refreshments in a timely manner to the meetings. Therefore, lunch orders must be delivered before 11.30am.

The contractor shall ensure that the delivery, storage and preparation of food complies with legislation. The contractor shall be responsible for ensuring that foodstuffs are stored at the optimum temperature and in the recommended conditions and that the maximum storage life of each item is not exceeded. The catering will be delivered ready to serve, on covered, disposable platters or serving dishes and presented in an appealing manner. Tent labels itemising the contents must be on each tray, special dietary requirement orders must be labelled with the person’s name. The contractor shall also supply disposable plates, forks and napkins.

1. **Your proposal**

If your organisation feels it can provide the services to NICE, then your bid in response to this invitation should include the following elements in the number order given below.

3.1 Provide copies of certificates for:

* Quality Management e.g. ISO 9001 or equivalent
* Local Authority Health & Hygiene catering certifications
* Catering qualifications
* Insurances
* Other
  1. Describe current provisions of a similar nature and how you ensure the timely delivery of the order and acknowledgement of receipt of orders.
  2. Supply a description of the company structure showing numbers of staff and their job titles.
  3. Supply contingency plans for maintaining service at times of staff absences.

3.5 Provide detailed menus for each of the options you can offer ensuring that they are healthy options and that fruit is included in each option. Number each option so that it can be listed in the costs table e.g. Option 1 Meat, Option 2 Meat.

3.6 Detail your quality assurance processes that will ensure the quality and delivery of the service in a timely manner.

3.7 Describe the proposed monitoring, reporting and sign-off procedures for the service.

3.8 Provide cost per head per option offered and where an option has 2 or more variations use separate lines for each.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Option 1 | Option 2 | Option 3 |
| Meat |  |  |  |
| Fish |  |  |  |
| Vegetarian |  |  |  |
| \*Special dietary requirement |  |  |  |
| Cost |  |  |  |

\* provide an example of gluten free option, lactose free option and vegan option.

The costs per head per option are the only costs acceptable; there will be no additional costs for transportation or other activities.

3.9 As required by public sector regulations and in line with best practice, provide a copy of each of your organisations policies relating to:

* 1. Health and safety
  2. Environmental
  3. Equal opportunities and diversity in the work place
  4. Modern Slavery Act compliance

3.10 NICE recognises that some Small, Medium Enterprises (SMEs) (less than 50 people for a small enterprise and less than 250 for a medium enterprise) may not have formal policies available but still operate their businesses in a manner that is conducive to the above. If you are an SME and do not have formal policies in place, submit with your response, a written statement on how your company operates in light of the above three areas of legislation and best practice**.**

In addition, provide the following:

* The last three years of audited accounts for your organisation. If your organisation is an SME and you do not have audited accounts, provide 3 years of balance sheets.
* A declaration of current projects with clients or partners that your organisation is currently working with which could be seen as being detrimental or ethically opposed to the health aims promoted by NICE.

3.11 In light of the government’s need for greater transparency, organisations looking to tender for public sector contracts should be aware that if they are awarded a contract for this work, the resulting contract between the contractor and NICE will be published in its entirety. In some circumstances, limited redactions will be made to some contracts before they are published in order to comply with existing law and for the protection of national security. Tenderers are asked to make sections of their tender that they regard as ‘Commercial in Confidence’ or ‘subject to the non-disclosure clauses’ of the Freedom of Information Act or the Data Protection Act clear within the submission documents. The total value (bottom line) of the agreement is required to be published under current EU regulations and the UK government’s Transparency Agenda. If you require clarity on this point, contact us.

3.12 If your organisation (whole organisation including parent, group or subsidiary) has a turnover of £36 million pounds or greater then please provide a Modern Slavery Act Transparency Statement: this should set out the steps you have taken to ensure there is no modern slavery in your own organisation/business and that of your supply chain. If your organisation has taken no steps to ensure there is no modern slavery in your own organisation, then your statement should say so. [Please note: a parent org/ group statement is acceptable, this is compliance with the Modern Slavery Act 2015.]

3.13Provide the name, address, email and telephone number of two organisations that NICE may contact as referees where either the same or similar work to that being requested here, which has been undertaken within the last 3 years.

1. **Tender process**

4.1 The tender process will run to the following timetable:

|  |  |
| --- | --- |
| Deadline for expressions of interest | 11h April 2018 |
| Final date for question submissions | Noon 11th April 2018 |
| Responses to questions sent out by NICE | 12th April 2018 |
| Tender receipt deadline | Noon 30th April 2018 |
| Notification to short list | 10th May 2018 |
| Delivery of samples | 17th May 2018 |
| Interviews | 24th May 2018 |
| Award of contract | 24th May 2018 |
| Alcatel Period (10 days) | 25th May 2018- 3th May 2018 |
| Contract start | 4th July 2018 |

4.2 Tender proposals must be submitted electronically by email in a Microsoft Word format to: [contract.bids@nice.org.uk](mailto:contract.bids@nice.org.uk)

4.3 Tender proposals and supporting documents must be written in English.

4.4 Failure to comply with these instructions may result in your offer being rejected.

4.5 The proposal should be titled NICE Manchester Catering Service and the tenderer should answer questions as accurately and concisely as possible in the same order as the questions are presented. Where a question is not relevant to the tenderers organisation, this should be indicated, with an explanation.

4.6 The tenderer must be explicit and comprehensive in their proposals as this will be the single source of information on which their response will be evaluated.

4.7 The tenderer is advised neither to make any assumptions about their past or current tenderer relationships with NICE nor to assume that such prior business relationships will be taken into account in the evaluation procedure.

4.8 Both the Proposal and the Form of Offer must be returned to and be received by NICE as above no later than 12pm (noon) UK time on 30th April 2018.

Offers must be submitted in GBP and must be exclusive of VAT.

4.9 The Form of Offer must be submitted in hard copy only and addressed to Gillian Watson, NICE Manchester Catering Service, Tender, National Institute for Health and Care Excellence, Level 1A, City Tower, Piccadilly Plaza, Manchester, M1 4BT. The envelope must not identify the name of your company.

1. **Selection criteria**

The selection criteria and weighting that will be applied to the bids for the evidence reviews are:

|  |  |
| --- | --- |
| **Criteria** | **Weighting (%)** |
| Financial stability & policies and procedures  (A tenderer will be excluded from further assessment if the required policies and procedures, including financial statements, are not provided) | Pass/fail |
| Experience and expertise | 20 |
| Options offered | 20 |
| Quality assurance | 20 |
| Project cost & value for money | 40 |

Cost evaluation

In light of the government’s drive for transparency, NICE is providing the formula that will be used for the cost evaluation aspect and the scoring guide.

Lowest tender’s price / tenderer’s price x 40 (the weighting)

Criteria and scoring guide

Each evaluator will independently evaluate each tender submitted using the following guide to score each criteria, the scores per criteria are then averaged and the criteria weighting is applied to give an adjusted score.

|  |  |
| --- | --- |
| Scoring |  |
| -5 | The point is omitted |
| 0 | The point is not explained/ repeat of specification |
| 1 | The point is not acceptable |
| 2 | The point is possibly acceptable |
| 3 | The point is acceptable |
| 4 | The point is well made and acceptable |
| 5 | The point exceeds expectations/excellent |

Those shortlisted for interview will be requested to deliver a sample of their offering on 17th May 2018 that will support the interview the following week.

1. **Non-compliance**

NICE expressly reserves the right to reject a proposal that:

* Does not follow the instruction to tender guidance.
* Is incomplete, for example where answers are not provided to questions, or a reasonable explanation given as to why an answer has been omitted.
* Refuses to adhere to, or makes significant unacceptable changes to the Terms and Conditions of Contract.
* Has not responded to mandatory elements, including failing to provide requested documents (i.e. the tender is non-compliant).

**Appendix 1**

**Number of lunches by month**

\*Larger number of meetings held offsite during August due to refurbishment works.

**Number of lunches by weekday**