

1 Introduction

1.1 Invitation to Tender for the Provision of Beverages, Machines and Ancillary Products

You (hereafter referred to as "the Supplier") are invited to submit a proposal for the provision of the above goods/services to Durham University (hereafter referred to as "The University").

1.2 Contents

Please note the questionnaire is divided into a number of tabs which you can navigate across. A brief description of each is found below. Please note all tabs must be completed but it is recommended you first review the AoS tab and any exclusion criteria to determine whether you can meet the University's requirements before you start to complete your response.

Intro **Introduction**

The Intro tab provides information on how the tender is structured and how it will operate including the timetable, evaluation criteria and contact point for queries.

Form **Form of Proposal**

The Form tab seeks confirmation on the legal aspects of your response including compliance with relevant T&Cs, law, anti-bribery, accuracy of information and organisational status.

CSER **Corporate, Social and Environmental Responsibility**

The CSER tab requires information on how you trade and what measures you have in place to address key areas such as environmental policy, ethical trading standards and labour rights in the supply chain.

E&D **Equality and Diversity**

The E&D tab seeks clarification on what policies you have in place to ensure Equality and Diversity for all within your workplace environment.

AoS **Appropriateness of the Solution**

The AoS tab contains all relevant information relating to the specification or requirement. Where appropriate you may be required to submit case studies in support of your submission and answer any supplementary questions in support of your understanding of the specification and any deliverables. The completion of this section is mandatory.

Lots **Lot Requirements**

The Lot section will require you to respond to those Lots you wish to submit a tender response for and can include the specification for that Lot, the price and case studies if applicable along with any other supplementary questions in support of your understanding of the specification and requirements. The completion of these sections are not mandatory, please only complete the sections for which you are intending on submitting a tender response for.

Price **Pricing Proposal**

The Price tab allows you to submit a pricing proposal based on the specification / requirements described under AoS.

Submit
This is the final tab to submit your response. You can amend and resubmit your final response at any time while the Event is open.

1.3 Reserve of Right

The University does not undertake to accept the lowest proposal, or any proposal under this exercise, and reserves the right to accept a portion of any proposal, unless the Supplier expressly stipulates in their response. The University reserves the right to award more than one contract in relation to the requirement.

1.4 Size of Contract

Any contract values or purchase quantities indicated in the specification are not guarantees of commitment by the University and are shown for budgetary purposes only.

1.5 Operation of Framework Agreement

Please note; when calling off the framework agreement the University will select the supplier under the following process:

- As there will be a single operator per lot the University will direct award each requirement.

1.6 Return of Proposal and Closing Date

It is the Supplier's responsibility to ensure that your proposal is received by the University within the timescale permitted. Responses must be returned using the acquire system and final responses submitted before the event closes. Returns submitted by post, facsimile or e-mail will not be accepted unless the Supplier is advised otherwise. **Note a countdown to the closing date is shown above.**

1.7 Timetable

Timetable

Activity	Dates
Cut-Off Date For Seeking ITT Clarifications	30/03/2018
Tender Closing Date	16/04/2018
Sampling/Demonstrations *	18/04/2018 - 19/04/2018
Interviews *	10/05/2018
Site Visits *	11/06/2018 and 13/06/2018
Award Contract subject to Standstill	29/06/2018
Finalise Contract Award	11/07/2018

1. Suppliers are required to confirm that they are available on each of the key dates marked with an asterisk (*)

Yes

No

Suppliers should note that the key dates shown above are subject to change. All suppliers will be notified immediately of any changes required.

If you answer No above please provide details:

1.7.1 Sampling

The University will be undertaking sampling for each available lot on this framework, during the time period listed within the timetable above.

The details of which products we require as part of the framework are included in the lot specific tabs, though Bradley will provide a condensed list of products needed for sampling separately to the tender documentation.

Any samples should be addressed to

Bradley Skeen
Procurement Service
Mountjoy Centre
Durham University
Durham
DH1 3LE
United Kingdom

Please note, the University will not return samples.

1.8 Acceptance

The University will assume that submitted responses have been completed by individual(s) with the appropriate level of responsibility to act on behalf of their organisation. Any reference to 'you' or 'your' throughout the questionnaire and supporting documentation will refer to your organisation and not you as an individual. The University will notify the successful and unsuccessful supplier as soon as it is reasonably practical.

1.9 Support, Guidance and Clarifications

Support and guidance is available from the Procurement Service should you require it. This event is being managed by Bradley Skeen, Category Officer and if you are experiencing any difficulty regarding completion of the event or you have any queries of a technical nature please submit your response via the messaging tool on the application. To send a message click on the 'Communication' tab above but please note if you are in the process of completing your questionnaire then **you must save your response before accessing the 'Communications' tab.**

Please note that the University's response to any queries or clarification request may, at the University's discretion, be circulated to all parties. Where the clarification is relevant to all parties it will be displayed on the 'Clarifications' tab, however, the University will not provide the name of the supplier that raised the original query.

Any query must be received prior to the clarification cut-off date stated in the timetable above. Queries submitted after this date are not guaranteed a response.

If you need to speak to Bradley he can be contacted on 0191 334 4525.

1.10 Corporate, Social and Environmental Responsibility (CSER)

It is strongly recommended that you review the University's Corporate, Social and Environmental Responsibility (CSER) policy prior to completing the event. This policy is available online at:

<http://www.dur.ac.uk/procurement/suppliers/sustprocpolicy/>

The University makes use of an online sustainability tool called Net Positive Futures. The tool enables suppliers to develop an action plan to help get started with, or, progress sustainability or social responsibility activity already taking place within the supplier's organisation. The Net Positive Futures tool is easy to use and there are no associated costs for the supplier. It is a requirement of the contract that the successful supplier (if not already) will utilise the tool and the outcomes will be discussed at contract review meetings. As part of the implementation of the contract the University will provide an overview of Net Positive Futures along with training.

1.11 Evaluation Criteria

2. Please download and review the Evaluation Criteria document. Information supplied in the event will be evaluated under the criteria listed with the applied scoring methods and weightings. Please confirm you have read and understood the Evaluation Criteria.

Yes

No

A document named 'OJEU17-010 ITT Weightings .pdf' has been attached to this question by the event owner

Commercial information supplied in the event will be assessed to ensure compliance. The proposal and pricing elements will be evaluated to determine the most economically advantageous offer. In addition there are a number of areas within the event where exclusion criteria are applied. All exclusion questions are displayed in **red** and it is recommended you review the exclusions prior to completing the event. Note you will be excluded from the process if you fail to answer or do not comply with any of the exclusion criteria.

1.11.1 Incomplete Responses

Answers must be given in the format requested otherwise you will be awarded zero marks for each question that is non-compliant. For example, where a box has been provided for you to provide a free text response, you must answer the question within the box provided, if you simply cross-reference another question or supporting documentation without providing a specific answer you will be awarded zero marks as it is non-compliant.

1.11.2 Exclusion Criteria

There are a number of areas within the event where exclusion criteria are applied. All exclusion questions are displayed in **red** and it is recommended you review the exclusions prior to completing the event.

Exclusion criteria is assessed on one of the following two ways and the method applied is detailed beneath the section heading:

Pass/Fail

Where you have been asked a direct question your answer will either be acceptable (pass) or unacceptable (fail).

Assessment

Where your answer requires the University to assess the information provided. Upon assessment the response will be deemed to be either acceptable or unacceptable.

Note you will be excluded from the process if you fail to answer or do not comply with any of the exclusion criteria.

1.11.3 Compliance Questions

These questions determine if you meet set criteria/standards or whether you can offer a viable alternative. The level of compliance is scored using the following criteria.

RESPONSE OPINION	SCORE	METHODOLOGY
Compliance	4	Fully complies with the request/statement
Non-compliance	0	No answer or fundamentally disagrees with the statement
Variation acceptable	3	Offer an alternative solution or proposed changes, that still offer an acceptable response/solution
Variation unacceptable	0	Offers an alternative solution or proposed changes which raise significant concerns regarding the response/solution

1.11.4 Competence Questions

These questions require a written response and the level of competence is scored using the following criteria.

RESPONSE OPINION	SCORE	METHODOLOGY
Good	4	Good response which comprehensively meets the requirements with an elevated probability of the desired outcome
Fair	3	Meets the requirements
Poor	2	Some reservations about the response/solution - may require further clarification prior to award
Unacceptable	1	Significant concerns regarding the response/solution
No response	0	No answer or totally inappropriate answer

Please note; answers must be given in the format requested otherwise you will be awarded zero marks for each question that is non-compliant. For example, where a box has been provided for you to provide a free text response, you must answer the question within the box provided, if you simply cross-reference another question or supporting documentation without providing a specific answer you will be awarded zero marks as it is non-compliant.

1.11.5 For Information Only Questions

The University requires some additional information regarding the way your organisation operates but the answer to these questions are not deemed to affect your ability to perform the contract. These questions will state they are for information purposes only.

1.11.6 Pricing

A maximum of 20 marks is available, the lowest price will receive 20 marks and marks will then be allocated depending on the percentage difference against the lowest price.

1.11.7 Clarification Interview

Interviews may be required to clarify aspects of suppliers' written response and to gain a better understanding of their approach. Interviews are not scored or weighted as separate evaluation criteria. The information gained from the interview will determine the accuracy of the original score and where appropriate the score will be adjusted (up or down).

1.11.8 Tied Evaluation

Where two or more suppliers are ranked in first place with tied scores to 2 decimal places, the score for the highest weighted evaluation criteria section will determine the successful supplier. If the scores for the highest criteria section are tied the second highest criteria section will be used, the process will be repeated until a successful supplier is identified.

1.12 Supporting Documentation

There are a number of areas within the questionnaire where supporting documentation is required in order to evidence the answers you have provided, for example providing copies of insurance certificates to confirm level of liability.

You will be notified after the closing date if the University requires you to provide such supporting documentation and a deadline will be given.

If you fail to provide the supporting documentation your response will be deemed non-compliant and will result in exclusion from the procurement exercise.

1.13 Answering Questions

In order for evaluators to easily find all documents relevant to a question, it is vital that you adhere to the instructions given here. Please note within your response the names of any additional files provided in response to the question, and when uploading additional files, ensure the filenames are prefixed with your organisation's name, followed by the question number (e.g. 6, 7 etc.), followed by a brief document description.

Organisation name – question number – document description

Naming the files in this way will enable all files relevant to each question to be easily located and presented to evaluators.

Please do not include general marketing or promotional material, either as answers to any of the questions, or for any other reason. It will not be used in the evaluation.

1.14 Submission

You may build your submission over the course of the event and revisit your response as many times as you wish. You must push the "Save" button each session to store any data entered. Once your questionnaire is complete please ensure you push the "Submit" button prior to the deadline or your response will not be accepted. Navigating away from this page prior to pushing the "Submit" button will result in you losing any data entered for that session. Where instructed to attach documents please "upload" these documents onto the system. Attachments are to be concise and only provide the necessary information to answer the question. Please do not upload sales or promotional material that has not been requested.

1.15 Withdrawal process

If you have chosen to withdraw from the procurement process please notify the University using the messaging tool. Please provide a brief explanation as to why you no longer wish to take part. Once you have notified the University of your withdrawal you will be removed from the event so that you do not receive any further communication.

1.16 Net Positive Futures

The University makes use of an online sustainability tool called Net Positive Futures. The tool enables suppliers to develop an action plan to help get started with, or, progress sustainability or social responsibility activity already taking place within the supplier's organisation. The Net Positive Futures tool is easy to use and there are no associated costs for the supplier. It is a requirement of the contract that the successful supplier (if not already) will utilise the tool and the outcomes will be discussed at contract review meetings. As part of the implementation of the contract the University will provide an overview of Net Positive Futures along with training. Further information is available at:

<http://www.net-positive.org/>

2 Form of Proposal

2.1 Terms and Conditions

Please note this tender and any contract that may result from it shall be based upon the requirements set forth in this questionnaire and will be subject to the attached Agreement for the Supply of Goods and the Provision of Services to the University of Durham.

Should you wish the University to consider changes to this agreement, on the basis that clauses are irrelevant to the subject matter of the contract, you must track these within the document noting the reasons for doing so. The University will review your proposed changes prior to awarding the contract, however the removal or alteration of clauses within the contract shall be at the sole discretion of the University.

Please note; you will not be permitted to suggest changes to clauses that you have not raised a concern with at this stage.

A document named 'OJEU17-010 Contract.doc' has been attached to this question by the event owner

3. Please confirm whether you have uploaded any suggested changes.

Yes - tracked changes uploaded

2.2 Anti-Bribery

Please download and review the attached Anti-Bribery Policy.

A document named 'AntiBriberyPolicyCouncilJuly2011.pdf' has been attached to this question by the event owner

4. Please confirm that your organisation agrees that your employees and any sub-contractors, agents or any other third party working on behalf of your organisation will adhere to the Bribery Act 2010 and University Anti-Bribery Policy?

Agree

2.3 Accuracy of Information

5. Please confirm that all of the information contained in your proposal is true and accurate and that the prices quoted in this tender are valid and open to acceptance by the University for a period of 180 days from the tender closing date?

Agree

Please note that the University reserves the right not to accept the lowest or any proposal.

2.4 Bona Fide

6. In recognition of the principles of fair and open competition does your organisation agree that:

- This is a bona fide competitive proposal.
- The price in this proposal has not been fixed, or adjusted, in accordance with any agreement or arrangement with a third party.

Agree

7. Does your organisation agree that you have not and will not:

- Communicate the price in this proposal to a third party.
- Enter into an agreement or arrangement with a third party so that they shall refrain from submitting a proposal.
- Enter into an agreement or arrangement with a third party to affect the price included in any proposal to be submitted.
- Offer or agree to pay or give, any sum of money or valuable consideration directly or indirectly to any third party for doing or causing the sort of act described above.

Agree

3 Equality & Diversity

For Information Only - this section is for information only and is not scored

8. If you do not have a written policy or methodology on equal opportunity, do you have internal practices in place to ensure equal opportunity for all?

- Yes
- No
- N/A (a one person business)

If yes, you may be required to detail your organisation's internal practices with regards to promoting equal opportunity.

Please note; if you do not provide the required information, when requested, your response will be deemed non-compliant.

9. Is it your policy as an employer to comply with your statutory obligations under the Equality Act 2010 (which applies in Great Britain) or equivalent legislation which applies in the countries in which your firm employs staff?

- Yes
- No

If Yes, please provide details:

10. In the last three years have you been found guilty of unlawful discrimination on the grounds of the protected characteristics outlined in the Equality Act?

- Yes
- No

11. In the last three years, has any contract with your organisation been terminated on grounds of your failure to comply with either or both of: Legislation prohibiting discrimination? Contract conditions relating to equal opportunities in the provision of goods, facilities or services?

- Yes
- No

If you have answered Yes to any of the above questions please provide details.

12. Does your organisation have a written policy or methodology on equal opportunities in relation to the provision of goods, facilities or services?

- Yes
- No
- N/A (a one person business)

If yes, you may be required to provide a copy of your policy or methodology on equal opportunity.

Please note; if you do not provide the required documentation, when requested, your response will be deemed non-compliant.

4 Appropriateness of the Solution

4.1 Specification

4.1.1 Introduction

Durham University is a world-class university engaged in:

- high-quality teaching and learning
- advanced research and partnership with business
- regional and community partnerships and initiatives
- services for conferences, events and visitor accommodation.

The University is collegiate, with 16 colleges providing residential, social and welfare facilities for their student members and creating a sense of community for staff and students together. Its academic teaching and research programmes are delivered through departments contained within three faculties: Arts and Humanities, Science and Social Sciences and Health.

Professor Stuart Corbridge was appointed Vice-Chancellor & Warden of the University in 2015.

For further information about Durham University visit: <https://www.dur.ac.uk/>

4.1.2 Background

The University provides coffee, tea and ancillary products to students, staff and other customers via a number of different routes. Within the colleges tea, coffee and hot chocolate is provided at meal times.

The provision of hot beverage machines, ancillary products and other beverages is to support and enrich the Student Experience and Retail Operations; to provide a high quality selection of fairly traded tea, coffee and other related products throughout the University.

The University provides to the students and customers a diverse range of brewing machines to meet the needs of key stakeholders and to increase turnover through planned marketing and sampling campaigns, as well as identifying opportunities for efficiency and maximise the bottom line.

The successful suppliers appointed to this framework should have excellent knowledge of how to improve our product range and customer loyalty through innovative new products suggested proactively, within the scope of the resulting contract.

The University aims to work alongside suppliers that proactively seek ways to reduce their environmental impact and to champion environmentally friendly practices and be an ambassador for corporate and social responsibility.

4.1.3 General Requirement

The University's requirement can be prefaced with highlighting a need for a critical installation period at point of implementation. The University has built in a period for handover if required.

The University does operate a 24/7 provision on some occasions (e.g. the Library) over exam periods and the Suppliers are expected to offer support for these periods.

Commercial cafes are open across the University Estate and the Suppliers should offer a call-out over seven days a week as standard, with holidays and bank holidays to be considered in individual Service Level Agreements (SLA).

The University seeks to appoint a supplier to provide a diverse range of machines, products and services to meet the complex needs of the University's catering provision.

The University's requirement has been divided into four unique lots, as follows:

- Lot 1 - Whole Bean Brewing Machines and the Supply of Fresh Coffee, Tea, Hot Chocolate and Ancillary Products
- Lot 2 - Supply of Self-service Hot Drinks Machines, Powdered Ingredients and Ancillary Products
- Lot 3 - Consumables, Ingredients and Ancillary Products
- Lot 4 - Juice Machines and Juice Products

4.1.4 Roles

The Supplier(s) appointed to this framework will be expected to allocate a dedicated Account Manager to the contract. This individual will be responsible for receiving and responding to operation queries on the contract. Operational queries will ordinarily be issued directly from the Department(s).

Where issued experienced are of a contractual nature the Contract Manager named within the Agreement must be involved as soon as the issue is encountered to ensure that an appropriate resolution can be reached.

The Supplier(s) will be flexible, with excellent knowledge of the product range required by the University.

4.1.5 Ordering and Payment Requirements

The University currently utilises a bespoke Purchase to Pay system called 'acquire'. The successful Supplier(s) will be required to provide the University with a catalogue that can be uploaded to the acquire system. Invoices will be submitted to the University's Accounts Payable team via post/email. Pricing changes can only occur annually at the start of academic years, with at least three months' notice.

Further detail will be provided per each lot requirement in the following pages of this tender document.

4.1.6 Support

The successful Supplier(s) will be expected to provide support in the form of a Helpdesk. The Helpdesk will service the University's day-to-day needs such as ordering and fault reporting.

Training, point of sale and marketing, installations, maintenance, servicing, ordering support and account management as well as other added value activities are encouraged. These will be explored in the individual lot requirements.

The Agreement will be managed by the Contract Manager and operational management will be coordinated by a University representative in partnership with an Account Manager appointed by the Supplier(s).

4.1.7 Contingency Planning

Should the supply chain be adversely impacted by any environmental, social or other issues beyond the University's control, plans should be in place to minimise interruption to supply. The Supplier(s) will be expected to provide an alternative product of the same or higher quality at the same contracted price, should a particular product be unavailable due to the aforementioned conditions.

4.1.8 Data Processing, Storage and IPR

Information is commercial in confidence and should not be shared without our consent. The Durham University brand should not be used in any marketing materials without our express written consent.

4.1.9 Contract Term

The contract will be in place for a period of four (4) years.

4.1.10 Contract Management

The contract will be managed by a member of the Procurement Service at Durham University, along with representatives from University Catering.

Contract review meetings will take place on a 6 monthly basis and the Supplier(s) will be expected to attend the University for these meetings, at their own cost.

A Contract Management Log (CML) will be maintained throughout the contract period. This document keeps a record of all improvements and lessons learned over the contract period and will be used to inform the specification for the next contract. The document will be discussed at contract review meetings and the Supplier(s) are encouraged to contribute any ideas they have for making improvements to the contract.

4.1.11 Management Information

The Supplier(s) will provide regular Management Information (MI) data to the nominated point of contact. The details of MI that is required is listed per each lot of this framework.

4.2 Response Section

4.2.1 Ethical Purchasing & Supply Chain

13. Please confirm that your products are Fairly Traded.

Yes

No

If yes, please define "Fairly Traded"

14. Please confirm that your ethical sourcing is verified by a third party.

Yes

No

If yes, please confirm that as a minimum you are verified by one of the following:

- Fairtrade
- Rainforest Alliance
- UTZ Certified

Yes

No

15. Please detail how you work alongside your clients to reduce your environmental impact, with emphasis on your sustainable purchasing practices.

16. The University is keen to promote its ethical sourcing accreditations. Please detail how you would support the University in promoting our ethical sourcing status(es).

4.2.2 Products

17. As the costs of ingredients fluctuates on a regular basis, depending upon market conditions, please detail how you will ensure a competitive price is offered, maintained for 12 months and how will minimise any price increases as part of the annual review.

18. Please detail how you ensure that a consistent product is supplied throughout the term of the contract.

19. Please confirm whether you have a minimum order policy.

- Yes, a minimum order policy is in place
- No, there is no minimum order policy

If you answered yes to the above question, please provide details below.

4.3 Service Level Agreement (SLA)

20. This contract will require monitoring which will be undertaken by utilising a SLA. Please download and review the attached SLA which contains the University's minimum requirements. Please confirm that you have read and understood the SLA.

- Yes
- No

A document named 'SLA.docx' has been attached to this question by the event owner

21. Please confirm you can comply with all of the University minimum standards defined in the SLA.

- Yes
- No

22. We have offered alternative/additional service levels and have uploaded the amended SLA document.

- Yes
- No

5 Lot 1 - Whole Bean Brewing Machines and the supply of Fresh Coffee, Tea, Hot Chocolate and Ancillary Products

Only complete this section if you are applying for Lot 1.

5.1 Specification

5.1.1 Purpose

The University intends to award this lot to a single supplier. The product range will be focussed on a barista style provision. There are a number of retail outlets across the University campus(es), where the University utilises Espresso and bean-to-cup machines selling coffee, tea and hot chocolate products to staff, students and the general public.

This lot will cover the procurement and availability of

- Appropriate coffee machines
- Coffee beans
- Hot chocolate
- Teabags (individually wrapped of varying flavours)
- Ancillary products such as stirrers, cups and other materials which are detailed below.

This lot needs to include maintenance of the bulk brew and barista style machines, which is critical in order to minimise risk of interruption to the University's revenue streams.

5.1.2 Ingredients and Ancillary Products

The University's core product requirements are listed below.

Core Products Required

Product	Description	12 month volume
Espresso beans	500g and 1kg options	3384 kg
Decaf espresso beans	500g and 1kg options	55.44 kg
Bulk brew coffee	Pre-ground, 500g and 1kg options	n/a
Filter coffee	Pre-ground, 500g and 1kg options	4950 pints
Hot chocolate powder	500g and 1kg options	1320 kg
Tagged 1 cup tea bags (individually wrapped)	Spiced options such as ginger, cinnamon	n/a
Tagged 1 cup tea bags (individually wrapped)	Fruit options such as berry, raspberry, wild berry	n/a
Tagged 1 cup tea bags (individually wrapped)	Standard options including English Breakfast, Earl Grey, Green	40,800 English Breakfast teabags
Tagged 1 cup tea bags (individually wrapped)	Other options include chamomile and minted teas	n/a
Sugar sticks - white	Box of 1000	58 boxes of 1000
Sugar sticks - brown	Box of 1000	60 boxes of 1000
Sweeteners - sachets	Box of 1000	22 boxes of 1000
Flavoured syrups	1 litre vanilla option	65 bottles of multiple flavours ordered
Flavoured syrups	1 litre hazelnut option	See above
Flavoured syrups	1 litre other option	See above
Wooden stirrers	140mm length, box of 500	104 boxes of 500
Hot drinks powdered toppings	Powdered chocolate, 250g	25.5 kg
Hot drinks powdered toppings	Powdered cinnamon, 250g	n/a
Hot drinks powdered toppings	Powdered vanilla, 250g	n/a
Hot drinks powdered toppings	Powdered nutmeg, 250g	n/a
Hot drinks other toppings	Mini marshmallows, 250g	n/a
Hot drinks other toppings	Nonpareils chocolate option, 250g	n/a
Hot drinks other toppings	Nonpareils, rainbow option, 250g	n/a
Filter papers	Pack of 100	7375 filter papers (74 packs of 100)
Smoothie syrups	1 litre berry option	n/a
Smoothie syrups	1 litre citrus option	n/a

Product	Description	12 month volume
Smoothie syrups	1 litre other option	n/a

The University purchases a number of non-core ancillary products to support the retail provision at the University and wishes to include these products within the scope of this lot. These products are listed below.

Ancillary Products Required

Product	Description
Shot glasses	Per glass, for use with espresso machine
Gas cream whipper	Per item
Gas cream whipper refills	Per item
Metal milk jugs	Per item, for use with steamer
Teabag display boxes	Per item, for use as point of sale
Thermal milk jugs	Per item, for use as self-service condiment
Temperature probe	Per item, stainless steel, small
Temperature probe	Per item, stainless steel, large
Sieve	Per item, small, for chocolate sprinkles
Stencils	Per item, seasonal and non seasonal required
Takeaway cups (4oz)	Standard, pack of 500
Takeaway cups (12oz)	Standard, pack of 500
Takeaway cups (16oz)	Standard, pack of 500
Takeaway cups (12oz)	Seasonal, Halloween, pack of 500
Takeaway cups (16oz)	Seasonal, Halloween, pack of 500
Takeaway cups (12oz)	Seasonal, Christmas, pack of 500
Takeaway cups (16oz)	Seasonal, Christmas, pack of 500
Takeaway lid	4oz, pack of 500
Takeaway lid	12oz and 16oz, pack of 500
Recyclable plastic takeaway cups for use with ice blended drinks	16oz, pack of 500
Plastic lid for use with ice blended takeaway cups	16oz, pack of 500
Glass condiment shakers	For use with toppings, per item
Individually wrapped impulse food item	Cookie, box of 25, options of salted caramel, chocolate chip and rocky road
Individually wrapped impulse food item	
Individually wrapped impulse food item	
Bags	Per box of 1000, to serve cookies in as takeaway option

5.2 Response

5.2.1 Machines

The University's current estate of barista style machines and accompanying equipment is attached. The University's estate is diverse, in that the equipment is rented/leased, free on loan or owned by the University. This is due to the varying needs of different sites and the successful supplier should be flexible to accommodate the inconsistency in approaches across the University.

A document named 'Lot 1 - Machines on Site v1-0.xlsx' has been attached to this question by the event owner

23. Please confirm that where the machine is free on loan, you are able to provide a replacement machine of equal capacity.

Yes

No

If you answered no to the above question, please provide details of why you are unable to comply and your proposed alternative solution.

24. Please confirm that you will take responsibility for machines that you provide to the University under the scope of this contract to which the requirements of the Pressure Systems Safety Regulations 2000 Approved Code of Practice apply, and arrange annual pressure testing that covers specifically the following regulations:

- 7 - Safe Operating Limits
- 8 - Written Scheme of Examination
- 9 - Examination in Accordance with the Written Scheme
- 10 - Action in Case of Imminent Danger
- 11 - Operation
- 12 - Maintenance

■ 13 - Keeping of Records etc.

Yes

No

25. Please confirm that for the small number of machines that the University owns, you would arrange for pressure testing to be undertaken as per the above requirements.

Yes

No

5.2.2 Products

26. Please confirm what type of coffee is used in your Espresso blend.

Arabica

Robusta

Other

If you answered *other* please tell us which coffee you use in your Espresso blend.

27. The University has a strict requirement that pricing must remain stable during term time - at the start of the academic year is the opportunity for pricing to change. With this in mind, please detail the mechanism you propose to control increases or decreases in pricing agreed with the University.

28. What mechanism do you have in place to protect against inconsistencies in your supply chain? Please detail how you verify quality assurance processes within your supply chain.

29. The University has a requirement for ice blended drinks and syrup flavourings for some hot drinks. Where this is the case, the University is open to suggestions for the flavours that we offer in retail outlets and may consider rotating these flavours.

Please confirm that you are able to offer a minimum of 3 flavoured syrups for hot drinks and 3 flavours for ice blended smoothie drinks.

Yes

No

5.2.3 Installation & Maintenance

The University requires that suppliers offer a fully inclusive maintenance package, should the machines be leased/free on loan/rented. This means the University expects parts, labour and any other maintenance services to be included.

Should the machine be University-owned/bought, where ingredients and products are being supplied, the expectation is that we will be able to purchase a maintenance agreement.

30.

Please confirm that you offer an inclusive maintenance package, should the machines be leased.

Yes

No

31. Please confirm that you offer an inclusive maintenance package with the Free On Loan option.

Yes

No

32. Please confirm that for free on loan or rented/leased machines, that call outs will be attended to within:

24 hours

24-48 hours

48+ hours

33. 28. Please confirm that, when machines are installed, they are provided with a written scheme of examination to comply with Pressure Safety Systems Regulations (PSSR).

Yes

No

34. Please confirm that you complete annual pressure testing for any machine which exceeds 0.5bar.

Yes

No

5.2.4 Training

The University's training needs should be fulfilled with consideration for the following:

- Product knowledge;
- Online training;
- Site-based training (at both the University site and a supplier's site)

35. Please detail what training is provided prior to installation.

36. Please confirm that you provide documentation or instructions with machines and/or products that you supply.

Yes

No

37. If you have answered yes to the above question, please detail what the documentation entails regarding products and/or machines.

38. Please confirm whether you are able to provide on-going training? The University requires that on-going training is made available post-installation, to include such certifications as barista skills.

Yes

No

39.

Please confirm how many training hours you would provide as part of the contract per annum.

5.2.5 Marketing & Branding

40. Please detail how frequently you promote new products.

41. Please confirm which point of sale (POS) you provide for new product launches. (please tick all that apply)

Posters

Table tent cards

Shelf labels

Wobblers

Leaflets

42. Please confirm that the POS may incorporate bespoke branding.

Yes

No

If you answered yes to the above question, please detail which POS is available to be made bespoke.

If you answered no to the above question, please confirm if you could provide images for our own POS materials.

Yes

No

5.3 Pricing

You must provide the pricing information for the lot(s) you are applying for.

The price(s) quoted must be inclusive of all costs relating to the performance of the contract for the provision of the goods and/or services proposed, including any charges for carriage and delivery to any of the addresses stated in the tender document. Prices must be exclusive of UK Value Added Tax (VAT).

Please download and complete the attached pricing spreadsheet.

A document named 'Lot 1 - Pricing Spreadsheet.xlsx' has been attached to this question by the event owner

43. Please confirm that you have uploaded a price breakdown.

Yes

No

5.3.1 Multiple Lots

44. **For information only - Only answer the following question if you have applied for multiple lots.**

Please indicate any discounts, incentives or added benefits that you can offer should you be successful in all of the lots in which you have applied for.

Note: If required please upload your additional pricing structure based on being successful in all the lots which you have applied for. The breakdown should clearly demonstrate the savings in comparison to the individual lot pricing submitted above.

6 Lot 2 - Supply of Self-service Hot Drinks Machines, Powdered Ingredients and Ancillary Products

Only complete this selection if you are applying for Lot 2.

6.1 Specification

The University intends to award this lot to a single supplier. The University has an additional requirement for machines, ingredients and ancillary products primarily in Colleges with a requirement in some other areas of the University; such as meeting rooms and reception areas.

The University offers both bean to cup and powdered options in these areas. The details of our current estate can be found below.

This provision has a unique product offering and delivery requirement which is detailed in the attached spreadsheet. The products must be delivered to individual locations across the University site(s), including Queen's Campus.

The provision will include but is not limited to:

- Loose teabags;
- Individually wrapped teabags (further detail is provided below);
- Coffee beans;
- Powdered coffee;
- Powdered hot chocolate;
- Powdered milk;
- Ancillary products such as stirrers (further detail is provided below)

6.1.1 Ingredients and Ancillary Products

The University's core product requirements are listed below.

Core Products Required

Product	Description	12 Month Volume (where applicable)
Fairly Traded Coffee	500g or 1kg options, soluble powdered option	609 kg
Fairly Traded Decaffeinated Coffee	500g or 1kg options, soluble powdered option	n/a
Catering Tea Bags	Per 1000 teabags, non-descript standard English Breakfast tea	n/a
Branded Tea Bags	Per 1000 teabags, typical retail/high street brand, loose teabags (not wrapped)	n/a
Fairly Traded Sugar White	Pack of 1000	34,000 sticks
Fairly Traded Sugar Brown	Pack of 1000	22,000 sticks
Sweetener	Pack of 1000	10,000 sachets
Semi-skimmed milk jiggers	Pack of 100	2,400 portions of 14g
Wooden Drink Stirrers	Pack of 500, 140mm length	18,000 individual pcs
Individually wrapped English Breakfast Tea Bags	Box of 20	33,100 English Breakfast teabags
Individually wrapped Fruit Tea Bags	Box of 20	50,000 flavoured teabags
Individually wrapped Peppermint Tea Bags	Box of 20	see above
Individually wrapped Earl Grey Tea Bags	Box of 20	see above
Individually wrapped Lemon & Ginger Tea Bags	Box of 20	see above
Fairly Traded Coffee Beans	1kg option (B2C machines)	234 kg
Powdered Milk (Cappuccino Whitener)	1kg option	1495 kg
Powdered Chocolate (Hot Chocolate)	1kg	3135 kg
Pod/Cartridge for use with Single Pod/Cartridge Machine*	Box of 20 cartridges/pods	n/a

* The University currently does not provide single pod/cartridge machines for use by staff, students or guests, though wishes to consider the costs associated with this self-service option.

6.2 Response

6.2.1 Machines

This lot emphasises the need for machines that are able to handle a large volume output in high traffic areas. The bean to cup and powdered options are available in meeting rooms and reception areas, though the real traffic is within the Colleges.

Please find appended here a list of current machines across the University estate to which this lot is applicable.

A document named 'MACHINES - LOT 2.xlsx' has been attached to this question by the event owner

45. Please confirm that where the machine is free on loan, you are able to provide a replacement machine of equal capacity. Capacity is defined as being able to manage throughput and the number of options available.

- Yes
 No

If you answered no to the above question, please provide details of why you are unable to comply and your proposed alternative solution.

6.2.2 Installation & Maintenance

The University requires that suppliers offer a fully inclusive maintenance package, should the machines be leased/free on loan/rented. This means the University expects parts, labour and any other maintenance services to be included.

Should the machine be University-owned/bought, where ingredients and products are being supplied, the expectation is that we should be offered the option to take out a maintenance agreement.

46. Please confirm that you offer an inclusive maintenance package should machines be provided as a Free on Loan option.

- Yes
 No

47. Please confirm that you are able to provide installation certifications for new or replacement machines.

- Yes
 No

48. Please confirm that call outs will be attended to within:

- 24 hours
 24-48 hours
 48+ hours

49. Please provide details of your 'swap out' policy.

6.2.3 Training

The University's training needs should be fulfilled with consideration for the following:

- Product knowledge;
- Online training;
- Site-based training (at both the University site and a supplier's site)

50. Please detail what training is provided prior to installation.

51. Please confirm that you provide documentation or instructions with machines and/or products that you supply.

- Yes
 No

If you have answered yes to the above question, please detail what the documentation entails regarding products and/or machines.

52. Please confirm whether you are able to provide on-going training, post installation.

- Yes
 No

6.3 Pricing

You must provide the pricing information for the lot(s) you are applying for.

The price(s) quoted must be inclusive of all costs relating to the performance of the contract for the provision of the goods and/or services proposed, including any charges for carriage and delivery to any of the addresses stated in the tender document. Prices must be exclusive of UK Value Added Tax (VAT).

Please download and complete the attached pricing spreadsheet.

A document named 'Lot 2 - Pricing Spreadsheet.xlsx' has been attached to this question by the event owner

53. Please confirm that you have uploaded a price breakdown.

Yes

No

6.3.1 Multiple Lots

54. **For information only - Only answer the following question if you have applied for multiple lots.**

Please indicate any discounts, incentives or added benefits that you can offer should you be successful in all of the lots in which you have applied for.

Note: If required please upload your additional pricing structure based on being successful in all the lots which you have applied for. The breakdown should clearly demonstrate the savings in comparison to the individual lot pricing submitted above.

7 Lot 3 - Consumables, Ingredients and Ancillary Products

Only complete this section if you are applying for Lot 3.

7.1 Specification

The University intends to award this lot to a single supplier. The University has an additional requirement for coffee, tea and ancillary products which are supplied free of charge to staff located in offices across the University as well as public reception and meeting room areas.

This provision has a unique product offering and delivery requirement which is detailed in the attached spreadsheet. The products must be delivered to individual locations across the University site(s), including Queen's Campus.

The provision will include but is not limited to:

- Instant coffee;
- Loose teabags;
- Individually wrapped teabags (further detail is provided below);
- Coffee beans;
- Powdered coffee;
- Powdered hot chocolate;
- Powdered milk;
- Ancillary products such as stirrers (further detail is provided below)

7.1.1 Ingredients and Ancillary Products

The University's core product requirements are listed below.

Core Products Required

Product	Description
Fairly Traded Coffee	500g tin, instant
Fairly Traded Decaffeinated Coffee	500g tin, instant
Catering Tea Bags	Standard, fairly traded teabags, loose in pack of 1000
Branded Tea Bags	High street/typical retail brand, loose in pack of 1000
Fairly Traded Sugar White	Pack of 1000 sticks
Fairly Traded Sugar Brown	Pack of 1000 sticks
Sweetener Sachets	Pack of 1000 sachets
Semi-skimmed Milk Jiggers	Per 100
Wooden Drink Stirrers	140mm length, pack of 500
Individually Wrapped English Breakfast Tea Bags	Boxes of 20
Individually Wrapped Fruit Tea Bags	Boxes of 20
Individually Wrapped Peppermint Tea Bags	Boxes of 20
Individually Wrapped Earl Grey Tea Bags	Boxes of 20
Individually Wrapped Green Tea Bags	Boxes of 20
Individually Wrapped Lemon & Ginger Tea Bags	Boxes of 20
Fairly Traded Coffee Beans	1 kg

7.2 Response

7.2.1 Products

55. Please confirm what type of coffee is used in your Espresso blend.

- Arabica
 Robusta
 Other

If you answered other please tell us which coffee you use in your Espresso blend.

7.2.2 Deliveries

56.

The University requires a minimum order to delivery time of 24 hours. Please confirm that you are able to meet this requirement.

- Yes
 No

57. The University requires deliveries to be made to a large number of locations within Durham City and a small area of Queen's Campus, located at Stockton. Please confirm that you are able to deliver to these locations between 8am and 5pm, Monday to Saturday, without restriction.

- Yes
 No

If you answered no to the above question, please provide details of when you can deliver.

7.3 Pricing

You must provide the pricing information for the lot(s) you are applying for.

The price(s) quoted must be inclusive of all costs relating to the performance of the contract for the provision of the goods and/or services proposed, including any charges for carriage and delivery to any of the addresses stated in the tender document. Prices must be exclusive of UK Value Added Tax (VAT).

Please download and complete the attached pricing spreadsheet.

A document named 'Lot 3 - Pricing Spreadsheet.xlsx' has been attached to this question by the event owner

58. Please confirm that you have uploaded a price breakdown.

- Yes
 No

7.3.1 Multiple Lots

59. **For information only - Only answer the following question if you have applied for multiple lots.**

Please indicate any discounts, incentives or added benefits that you can offer should you be successful in all of the lots in which you have applied for.

Note: If required please upload your additional pricing structure based on being successful in all the lots which you have applied for. The breakdown should clearly demonstrate the savings in comparison to the individual lot pricing submitted above.

8 Lot 4 - Juice Machines and Juice Products

Only complete this section if you are applying for Lot 4.

8.1 Specification

The University provides orange and apple juice to students in catered Colleges. The University buys a concentrate product which is mixed with the appropriate amount of water and dispensed via Juice Machines at points within the College catering areas.

Lot 4 will cover the provision of the 2-flavour dispensing machines as well as the purchase of the juice. The University would like options for From Concentrate and Not From Concentrate.

The products supplied must be ethically sourced and fairly traded.

12 months of data shows that the University purchased

- 6324 litres of Orange from concentrate (6:1)
- 5580 litres of Apple from concentrate (6:1)

8.2 Response

8.2.1 Products

60. Please confirm that your products supplied are fairly traded, with an ethical accreditation.

Yes

No

If you answered yes to the above question, please provide details.

8.2.2 Machines

The University currently has 10 juice machines on site at College locations. The University cannot guarantee a minimum uptake of the use of machines, though would like to consider a Free On Loan provision.

Please see attached spreadsheet, detailing locations and serial numbers.

A document named 'Lot 4 - Juice Machines.xlsx' has been attached to this question by the event owner

61. Please confirm that you are able to provide a minimum of 10 2-flavour juice dispensers.

Yes

No

8.2.3 Installation & Maintenance

62. Please confirm that machines will be installed free of charge into College locations.

Yes

No

63. Please confirm that machines provided on the Free on Loan arrangement are accompanied by fully inclusive maintenance and servicing.

Yes

No

8.2.4 Training

Please confirm that training will be provided upon installation. The training is expected to cover how to clean the machines, how often machines should be cleaned and how to replace the source of juice.

Yes

No

8.3 Pricing

You must provide the pricing information for the lot(s) you are applying for.

The price(s) quoted must be inclusive of all costs relating to the performance of the contract for the provision of the goods and/or services proposed, including any charges for carriage and delivery to any of the addresses stated in the tender document. Prices must be exclusive of UK Value Added Tax (VAT).

Please download and complete the attached pricing spreadsheet.

A document named 'Lot 4 - Pricing Spreadsheet.xlsx' has been attached to this question by the event owner

64. Please confirm that you have uploaded a price breakdown.

Yes

No

8.3.1 Multiple Lots

65. **For information only - Only answer the following question if you have applied for multiple lots.**

Please indicate any discounts, incentives or added benefits that you can offer should you be successful in all of the lots in which you have applied for.

Note: If required please upload your additional pricing structure based on being successful in all the lots which you have applied for. The breakdown should clearly demonstrate the savings in comparison to the individual lot pricing submitted above.

9 Pricing

In addition to the specific lot questions, the University has additional general questions regarding the pricing aspect of your submission.

9.1 Prompt Payment Discount

66. For information purposes - Does your organisation offer discount for the early settlement of invoices?

Yes

No

If yes, please state the percentage discount offered for payment within the following timescales:

Within 14 days

Within 21 days

This is the end of the questionnaire, to ensure your bid is submitted you must click the "Submit Responses" button. You will then receive a copy of your submission by email.

You are able make subsequent changes prior to the closing date/time of the event. To receive a copy of your updated submission please click "Submit Responses" a further time.

The final version of your submission will be made available to the evaluation panel after the event has closed.