

Date: 1st September 2016
Officer: N/A

Dear Sir/Madam

Invitation to Quote: Catering Services at the Museum of Gloucester, Brunswick Buildings, Brunswick Road, Gloucester GL1 1HP.

You are invited to submit a Quotation for the provision of Catering Services at The Museum of Gloucester. I attach a Specification and other supporting documents to help you in submitting your Quotation. Please note the draft Contract Terms and Conditions in Appendix 1 which sets out how the Services will operate within Council owned premises.

Please particularly note the following:

- It is expected that the Services are to commence by November 2016.
- Your written response to the attached Invitation to Quote is due not later than 10 am on 26th September 2016

Responses shall include:

- A proposed approach;
- A summary of similar projects successfully completed by you including contact of the person who dealt with it.
- The name(s) and credentials of the members of staff proposed to perform the Services;
- Confirmation that you accept the attached draft Contract Terms and Conditions and Tenancy at Will that will apply to these Services.

Completed Quotations should be emailed to procurement@gloucester.gov.uk quoting the reference “**Quotation for Catering Services at the Museum of Gloucester**” in the heading.

Yours faithfully,



Lloyd Griffiths
Head of Neighbourhood Services

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Invitation to Quote

For the Provision of:

Catering Services at the Museum of Gloucester, Brunswick Buildings, Brunswick Road, Gloucester GL1 1HP

Issue Date: 1st September 2016

Return Date: 26th September 2016 by 10:00hrs

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Introduction

Quotations are invited for **Catering Services at the Museum of Gloucester, Brunswick Buildings, Brunswick Road, Gloucester GL1 1HP**

The Council's detailed requirements are defined in both by the Council's Specification .and the draft Contract in Appendix 1.

Background

The provision of catering services are currently carried out by the Council itself via a café known as Café Nerva that occupies part of the Museum within the Brunswick Buildings, Brunswick, Road, Gloucester GL1 1HP.

The services are part of a wider catering service throughout the Council which on 22nd June 2016 was subject to review by Cabinet. For this part of the service, the Council resolved to undertake an outsourcing exercise in order to seek expressions of interest by 30th September 2016, to operate the Museum of Gloucester Café in a partnership manner and on a shared commercial basis as set out in the exercise documentation.

TUPE

As an existing in house service provided by the Council by in- house staff, Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) may apply to your Quotation. For TUPE information, if it applies, this must be applied for separately and Council disclosure will be subject to you entering into a Confidentiality Agreement, because of the sensitivity of the information.

Submission of Quotation

Quotations should be received no later than **10am** on the **26th September 2016** via email to procurement@gloucester.gov.uk

Further information

If you wish to clarify any information contained in this Invitation to Quote please email procurement@gloucester.gov.uk All clarification questions must be submitted by **12pm** on **16th September 2016** at the latest, no further questions may be asked after this date.

The clarification questions and responses will be circulated to all bidders by **12pm** on **20th September 2016**.

Site visit

A site visit between the 5th and 9th September, before submission of Quotations, can be arranged to enable tenderers to ascertain the layout of the cafe. Please call Angela Smith on 01452 396119 to arrange a suitable appointment.

Freedom of Information

Information in relation to this Quotation exercise may be made available on demand in accordance with the requirements of the Freedom of Information Act 2000 and the Environmental Protection Regulations 2004 and/or published under the Transparency Code.

Bidders should clearly state if any of the information supplied by them in their Quotation is considered by them to be confidential or commercially sensitive or should not be published or disclosed in response to a Request For Information. This information should be provided on separate sheets. Bidders should state why they consider the information to be confidential or commercially sensitive.

The indication that information is confidential or commercially sensitive or should not be published or disclosed will not guarantee that the information will not be disclosed but will assist the Council in making its decision on whether or not to publish or release the information. The final decision on release lies with the Council or the Information Commissioner, where there is an appeal against the Council's decision.

Timescales

Indicative timescales and key dates are set out below.

1 st September 2016	Invitation to Quote
16 th September 2016 – 12pm	Deadline for clarification questions
26 th September 2016 – 10am	Deadline for submission of quotes
30 th September 2016	Decision to appoint successful supplier

Evaluation Criteria leading to the Contract Award

- Quotations will be evaluated by a Council evaluation team on the basis of the Most Economically Advantageous Tender (MEAT). The evaluation will be a balance of Quality and Price to determine Best Value and selection of a Service Provider who, based on their Quotation should provide the most cost effective and reliable service.
- The evaluation process will cover;

Quality Evaluation Score (95%) **Price** (5%)
- Quality will be evaluated against pre-determined criteria and sub-criteria as shown below. The weightings to be applied to the Evaluation Criteria and sub-criteria are also set below. These pre-determined criteria are linked to the Method Statements at the end of the Specification of Services you are required to complete.

Evaluation Criteria	Weighting
Quality – 95%	
1. Business Offering	35%
2. Customer Care	15%
3. Opportunities for Local People	10%
4. Engaging the Local Community	15%

5. Marketing and Promotion	20%
Price – 5%	
6. Sharing income with the Council	5%
Total Quality and Price	100%

As part of the Tender submission the Council are seeking written proposals on how the individual elements of this contract will be delivered as well as a pricing submission. The overall Tender will be evaluated against the written response service quality based on experience, and general approach as well as the Tender sum (price).

Each sub-criteria will be scored in accordance with the assessment table below and then multiplied by the stated weighting to produce an individual score for that sub-criteria.

The scores for the sub-criteria will be multiplied by their respective weightings then added together to provide individual totals for the quality and pricing criteria.

The total scores for each of the quality and pricing criteria shall then be multiplied by 100 and divided by the best score to produce adjusted total scores for both.

The adjusted total quality and pricing criteria scores for each bidder shall then be multiplied in accordance with the table at paragraph above and then added together to create each bidders' final adjusted score. The bidder with the highest final adjusted score shall be the Council's preferred bidder.

Bidder	Quality score	Adjusted quality score	Pricing score	Adjusted pricing score	95% quality	5% pricing	Final adjusted score
Bidder A	16	64%	5	100%	61	5	66%

Example of total evaluation scoring and final adjusted score calculation below:

Bidder B	20	80%	4	80%	76	4	80%
Bidder C	25	100%	3	60%	95	3	98%

Bidder C is the preferred bidder with a final adjusted score of 98.

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Scoring will be applied by the Council's evaluation team with reference to the table below:

Assessment	Score	Quality Scoring Guide
Excellent	5	Exceptional demonstration of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services. Response identifies factors that will offer potential added value, with evidence to support the response.
Good	4	Satisfies the requirement with some additional benefits. Above average demonstration of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the supplies/services. Response identifies factors that will offer potential added value, with evidence to support the response.
Acceptable	3	Satisfies the requirement. Demonstration of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with evidence to support the response.
Minor Reservations	2	Satisfies the requirement with some minor reservations of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the supplies/services, with little or no evidence to support the response.
Serious Reservations	1	Satisfies the requirement with major reservations of the relevant ability, understanding, experience, skills, resources and quality measures required to provide the supplies/services, with little or no evidence to support the response.
Unacceptable	0	Does not meet the requirement and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and quality measures required to provide the supplies/services, with little or no evidence to support the response.

BEFORE RETURNING THIS QUOTATION FORM, PLEASE ENSURE THAT YOU HAVE:

- Answered all questions appropriate to your application.
- Signed the Quote submission certificate
- Confirmation that you accept the draft Contract Terms and Conditions and draft Tenancy at Will

Specification of Services

The Service Provider is required to carry out Catering Services for visitors to the Museum of Gloucester and the Café itself in the Brunswick Buildings, Brunswick Road, Gloucester. The Museum forms part of the Brunswick Buildings which also house the Gloucestershire County Council's Library and the Council's Wheatstone Hall.

The initial term of the Contract will be for two years from the Commencement Date of the Contract, with an option for the Council to offer an extension or a number of extensions to the Service Provider totalling a further two years, depending on a Services review by the Council.

In addition to the Service requirements of this Specification and the Service Provider's Method Statements with any post-tender clarification, the Service Provider is required to adhere to the functional requirements set out in the Terms and Conditions of the Contract and Tenancy at Will which amongst other things sets out the way the Service will operate as a food business within the Premises belonging to the Council. The Contract deals, for example, with management, contacts, health and safety, equipment, use of premises, fire procedures, customer relations, staff supervision, complaints procedure, tips, accounts, food quality and safeguarding.

The Service Provider will for the time being occupy the area of the existing Café under a Tenancy at Will which means the successful bidder will share space with the Council's Museum under a Tenancy at Will at no cost. The Museum current opening hours are set out below.

Monday	Closed
Tuesday	10.00 -17.00
Wednesday	10.00 -17.00
Thursday	10.00 -17.00
Friday	10.00 -17.00
Saturday	10.00 -17.00
Sunday	Closed

The building opens at 8:45 a.m. The operational staff close the museum building at 5.10 p.m. promptly, with the café closing in time for all clearing up and cleaning to be finished by this time. There will be opportunities for the café to be open at other times, for example on Mondays during school holidays, staff numbers allowing, and the occasional late night opening. It is not possible to open the café when the museum is closed. The Museum closes for the week before Christmas for redecoration, as needed until the first Tuesday after New Year. The Museum is closed every Bank Holiday.

The Council has a preference for simple good quality homemade food but is open to ideas. The Museum has restrictions that there can be no frying at all and no all day breakfasts, or any other foods that produce very strong smells such as curries, or tomato based sauces which can cause staining to floors and walls. Strong smells would permeate the building, and would also cause a grease build up on the walls and ceiling as there is an extractor that is not very powerful.

The Council will lend Equipment and Furniture to the Service Provider for its use to provide the Services which will be itemised in an agreed schedule and included in the Contract. Items that need to be replaced by the Service Provider from time to time will form part of the assets of the business in an amended Schedule. Items that are brought into the business by the Service Provider to provide enhanced Services will belong to the Service Provider.

The Premises, Furniture and Equipment are being provided by the Council free of charge with an obligation to replace damaged and lost items. Although income sharing with the Council is not crucial to the Services at the outset, the Council will require proposals for a future income sharing arrangement with the Council.

It is envisaged that the Service provider will contribute or pay towards business outgoings including services and business rates. The current service also has a hired item of equipment and the Service Provider will pay the hire charges. The anticipated outgoings presently per annum are listed in Appendix 3.

The Service Provider should use their experience in retail and the catering industry, in particular, to take steps to market and publicise the Café to maximise its use and sales.

Allied to good marketing and publicity will be the business operation itself. The Service Provider will be required to offer products that enhance the experience of Customers and encourage visitors to return time and time again. The menu should cater for the usual fare within a café of this nature with scope to be innovative. Pricing needs to be competitive, bearing in mind the café is in the city centre

The Museum is regarded as an important asset of the Council and an important attraction to visitors of Gloucester. The Council also see the café having the potential to attract visitors in its own right.

The Council consider that the Service should provide a very customer focussed business to users of the Museum and customers who have only come to use the café. This means the café will be open to anyone and therefore the Service Provider will need to strike a balance between various types of Customer in terms of Customer care.

The Council also sees the Café as having the potential to provide an important facility in the community. The Service Provider will need to provide opportunities for local people, including volunteers, training and apprenticeships. The Service Provider will also be expected to engage with the local community.

Overall, the Council would like a Café that has an ethos of:

- Celebrating and complimenting the Museum of Gloucester and not operating in Isolation of it;
- Seeks Social Cohesion: A cafe that brings the community together;
- Providing training: offering training, volunteering and employment opportunities for local people;
- Promoting health: the cafe celebrating and promoting well-being through healthy and affordable eating options;
- Built on Local Produce: the café celebrating the best of local food culture, supplied Locally, where possible;

- Having a reputation for high quality fresh food;
- Being green: An environmentally responsible operation;
- Being inclusive: Family friendly and embracing the diverse cultures of our City;

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Method Statements for Providing the Services – to be completed by potential Service Providers

The following questions cover specific aspects of the Service required by the Council.

Answers should be concise and include examples of relevant experience and contracts wherever possible. Please refer to the Evaluation Criteria for how responses will be scored.

Answers should not exceed one A4 page per question (font size 12)

1. Business Offering

Please give an accurate description of the business operation you are offering as a minimum. Please include proposed cafe opening times, the menu and pricing. The menu may be on a separate sheet of A4 paper.

Include separate A4 sheet/s for response

2. Customer Care

The Council consider that the Service should provide a very customer focussed business to users of the Museum and customers who have only come to use the café. This means the café will be open to anyone. Please describe how you would deal with customer care and deal with difficult customers. Have you examples of previous experiences?

Include separate A4 sheet for response

3. Opportunities for Local People

Please provide details of how you will provide opportunities for local people including volunteers, training and apprenticeships and your previous experience of doing this

Include separate A4 sheet for response

4. Engaging the Local Community

Please explain how you would see your role in the local community and how you would engage with them

Include separate A4 sheet for response

5. Marketing and Promotion

Please describe how you will market and promote the café to enhance this business opportunity.

Include separate A4 sheet for response

6. Sharing Income with the Council

The Premises, Furniture and Equipment are being provided by the Council free of charge. What are your proposals for a future income sharing arrangement with the Council?

Include separate A4 sheet for response if you need to supplement any information in the boxes below or you wish to submit a narrative only.

Proposed fee	
The financial proposal to be made to the council Please state if the payment is monthly or weekly. Payments to be made to the council every month/week (in arrears)	£
Price Review	
Prices quoted are fixed for the 2 year contract period If no, please state your proposals for price review for both fee to the council . If indexation is required, this should be RPI.	Yes/No

Details of Organisation submitting Quotation

NAME OF ORGANISATION:	
(if applicable) REGISTERED ADDRESS: COMPANY REGISTRATION NUMER:	
CONTACT NAME AND ADDRESS IF DIFFERENT FROM ABOVE	
E-MAIL: TELEPHONE NUMBER:	

Please answer the following questions specifically for your or organisation and not for the group if, for example, you are part of a group of companies.

Please include, where requested, any supporting documents, marking clearly on all enclosures the name of your Organisation and the number of the question to which they refer.

Please answer all questions. If a question does not apply to your Organisation write "NOT APPLICABLE" in the space provided for the answer, FAILURE TO COMPLETE THE FORM FULLY BY THE DUE DATE COULD RESULT IN THE REJECTION OF YOUR QUOTE.

COMPANY INFORMATION

1.	Are you an individual/sole trader, partnership, private limited company, public limited company or other? <i>(please specify)</i>
2.	Have any of the Directors, Partners or Associates been involved in any company which had been liquidated or gone into receivership? <i>(if so, please give details)</i>
3.	Has any Director, Partner or Associate been employed by this Council? <i>(if so, please give details)</i>
4.	Please state if any Director, Partner or Associate has a relative(s) who is employed by this Council or is a Councillor
5.	Please state the names of Directors, Partners, or Associates of your firm who have any involvement in other companies who provide services to the Council.

TECHNICAL RESOURCES AND REFERENCES

<p>1.</p>	<p>a) Has your organisation ever suffered a deduction for liquidated and/or other ascertained damages in respect of any contract within the last 3 years?</p> <p>b) Has your organisation ever had a contract terminated?</p> <p>c) Has your organisation ever failed to have a contract renewed for failure to perform to the terms of the contract</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>		
<p>2.</p>	<p>State the approximate number of employees in your organisation engaged in the specific type of services for which you are applying.</p> <p>Management _____</p> <p>Professional/Technical _____</p> <p>Admin/Clerical _____</p> <p>Supervisor _____</p> <p>Operative _____</p> <p>Other _____</p>			
<p>3.</p>	<p>What qualifications do your staff have which are relevant to the services which is the subject of this Quotation? <i>(Please list)</i></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;">Staff</td> <td style="width: 50%; vertical-align: top;">Qualification</td> </tr> </table>		Staff	Qualification
Staff	Qualification			
<p>4.</p>	<p>Do your goods/services conform to British European or equivalent quality assurance standards?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>Please state standard that goods or service conform to.</i></p>			
<p>5</p>	<p>Are you willing to supply names and addresses of all workers who may, in the course of their duties, come into contact with vulnerable groups such as the elderly, young persons, physically or mentally handicapped persons, in carrying out services for the Council?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>			

REFERENCES

Please list below the full names, addresses and other details requested of 2 organisations (OTHER THAN THIS COUNCIL) for which your organisation has in the last 3 years carried out services which are similar in nature to the services required.

Name and Address of Organisations and Department	Supervising Officer and contact phone number	Contract Title	Start Date and length of Contract	Type of Service	Tender Price (e.g. annual, total sum) £

CONTRACT MONITORING

1.	What form of documentation would you use to monitor your performance?
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FINANCIAL INFORMATION

1.	Who is the person in the organisation responsible for financial matters?
2.	Details of outstanding claims or litigation against the company.
3.	VAT Registration Number
4.	<p>Public Liability (Third Party), Products and Employers Liability Insurance held</p> <p>Insurer:</p> <p>Policy Number:</p> <p>Extent of Cover: <i>(minimum £20 million is required)</i></p> <p>Expiry Date:</p> <p>A copy of the insurance document will be required from the successful tenderer.</p>
5.	<p>The Council's Contract Rules require that every contract shall contain a clause empowering the Council to cancel the contract, and to recover any consequential loss from the contractor, where bribery or collusion has occurred or been attempted by the contractor, or by any employee or agent of the contractor.</p> <p>Please indicate that you understand the implications and that you will comply with it.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

EQUALITY ACT 2010

1.	<p>a) Does your company comply with the Equality Act 2010?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>b) In the last three years, has your organisation been the subject of any formal investigations by any tribunal or the Equality and Human Rights Commission on the grounds of alleged direct or indirect discrimination under the Equality Act 2010?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>c) What steps did you take in consequence of the Tribunal or Commission's findings?</p>
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HEALTH AND SAFETY

1.	<p>Do you have a person with specific responsibility for safety?</p> <p>Yes <input type="checkbox"/></p> <p>Please give name(s) and position(s)</p>
2.	<p>How are your health and safety policies and procedures conveyed to the workforce?</p>
3.	<p>Do employees receive induction and/or safety training before actually undertaking work tasks?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If YES, please provide details of training/courses undertaken by staff and objectives</p>
4.	<p>Do you have a Health and Safety Policy (covering General Policy, organisation and arrangements) as required by Section 2(3) of the Health and Safety at Work Act 1974 and any codes of safe working practices issued to employees.</p> <p>What recent risk assessment of activities relevant to the contract does your organisation have?</p>

ENVIRONMENTAL POLICY

1.	Do you have an Environmental Policy? Yes <input type="checkbox"/> Please enclose a copy No <input type="checkbox"/>
2.	Do you have a person with specific responsibility for your environmental performance? Yes <input type="checkbox"/> <i>Please give name(s) and position(s)</i> No <input type="checkbox"/>
3.	Has the company been prosecuted for breaching any environmental legislation in the past 5 years, or have any actions pending? Yes <input type="checkbox"/> <i>Please supply details</i> No <input type="checkbox"/>

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DECLARATION

I/We certify that the information supplied is accurate to the best of my/our knowledge and that I/we accept the conditions and undertakings requested in the Questionnaire. I/We understand that false information could result in my/our exclusion from the tender process.

I/We also understand that it is a criminal offence, punishable by imprisonment, to give or offer any bribe as an inducement or reward to an officer of a public body and that any such action will empower the Council to cancel any Contract currently in force and will result in my/our exclusion from the tender process.

I/We understand that the Council is required to release information under the Freedom of Information Act 2000 unless an exemption applies. I/We agree to information provided by me/us in respect of this questionnaire being released upon request. I/We have indicated what information I/we consider it to be commercially sensitive or a trade secret.

Signed: _____

For and on Behalf of: _____

Position in Organisation: _____

Date _____ 2016

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CONTRACTORS PROPOSAL (your Method Statements should deal with your Proposal, so only fill this in if you have anything to add)

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**INFORMATION WHICH YOU HAVE PROVIDED AND CONSIDER TO BE
CONFIDENTIAL SHOULD BE INCLUDED HERE AS A LIST (IF ANYTHING)**

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Collusive Quotation Certificate

To: **The Council of the City of Gloucester**

I/We the undersigned, do hereby undertake in accordance with the Specification, our Quotation and Method Statements, the Terms and Conditions of Contract and Tenancy at Will to carry out Catering Services at The Museum of Gloucester.

I/WE CERTIFY THAT:

1. The Quotation submitted herewith is a bona fide Quotation intended to be competitive.
2. We have not fixed and adjusted the amount of the Quotation under or in accordance with any agreement or arrangement with any other person.
3. I / We certify that this is a bona fide Quotation and that I / we have not fixed or adjusted the amount of the Quotation by or under or in accordance with any agreement or arrangement with any other person. I / we also certify that we have not done and I / we undertake that I / we will not do at any time before the hour and date specified for the return of this Quotation any of the following acts:-
 - (a) communicating to a person other than the person calling for this Quotation the amount or approximate or the proposed Quotation (except where the disclosure in confidence of the approximate amount of the Quotation was essential to obtain insurance premium quotations required for the preparation of the Quotation);
 - (b) entering into any agreement with any other person that he shall refrain from submitting a Quotation or as to the amount of any Quotation to be submitted; and
 - (c) offering or paying or giving or agreeing to give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Quotations or proposed Quotations any act or thing of the sort described above.

I / we further certify that the principles described in paragraph 1 above have been or will be brought to the attention of all sub-contractors suppliers and associate companies providing services or materials connected with the Quotation and any contract entered into with the sub-contractors suppliers or associated companies will be made by all parties on the basis of compliance with the above principles.

I / we confirm that any breach of the conditions of this collusive Quotation certificate may lead to the rescission of the contract by the Council.

I/We understand that the Council is not bound to accept the lowest or any quotation it may receive.

In this certificate:

1. 'Person' includes any person and any body or association corporate or incorporate.
2. 'Any agreement or arrangement' includes any transaction of the sort described above, formal or informal and whether legally binding or not.

My/Our Quotation is a firm price and I/We agree that this quotation is to remain open for the acceptance period of 90 days from the due date for submission of quotations.

Signed:

Name of signatory.....

Position in
ORGANISATION:.....

Name of ORGANISATION:
.....

Date: Tel No:

Email Address

FAILURE TO COMPLETE THE WHOLE OF THE ABOVE DETAILS MAY RENDER THIS QUOTATION INVALID. ANY ALTERATIONS e.g. CROSSINGS OUT, USE OF CORRECTION FLUID ETC., SHOULD BE INITIALLED. FAILURE TO DO SO, MAY RENDER THIS QUOTATION INVALID

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