**Request for Quotation**

**PROVISION OF**

**Catering Services for events within the Catapult building**

Please respond by: 01 June 2018 12.00 hrs

1. **SATELLITE APPLICATIONS CATAPULT**

The Satellite Applications Catapult is an independent innovation and technology company, created to foster growth across the economy through the exploitation of space. We help organisations make use of and benefit from satellite technologies, and bring together multi-disciplinary teams to generate ideas and solutions in an open innovation environment.

1. **PURPOSE OF THIS DOCUMENT**

The purpose of this request is for the Satellite Applications Catapult to receive sufficient information from potential Suppliers interested in supplying the specified requirements, and to allow an assessment to be made of their capacity and suitability to supply them.

Following the completion of this evaluation process, a **maximum of two Preferred Suppliers** will start a **four-month trial service** with the Catapult. In the event this is deemed successful, an additional **20-month service contract will be awarded to each vendor**.

Please respond in the format detailed below. Responses should contain:

1. Organisational information (Section A);
2. The Response Requirements (Section B) & Data Protection (Section D);
3. Provision of commercial and pricing Information (Section C); and,
4. Your response to the requirements detailed in Annex A and to the evaluation criteria in Section 9
5. **SPECIFICATION OF REQUIREMENTS**

Refer to the Statement of Work in Annex A which details the services required.

1. **AWARD TERMS**

Any Contract(s) awarded will be let based on the Satellite Applications Catapults’ provided terms and conditions (see Annex C). Terms and conditions will not be amended after the contract award has been made. **Any questions regarding terms and conditions should be made in writing before the closing date for responses to this RFQ**.

1. **CLARIFICATION QUESTIONS**

The Catapult will not enter detailed private discussions regarding the services required. Clarification questions about the procurement should be submitted through the procurement@sa.catapult.org.uk email address by **12:00hrs on 23 May 2018**. Please use the following reference when submitting questions related to this process: **RFQ-FY19-02**.

Answers to all clarification questions will be issued to all vendors who signal their intent to respond, by **close of business on 25 May 2018**.

1. **CONFIDENTIALITY**

All information provided in this document shall remain confidential between the Supplier and the Satellite Applications Catapult. The Satellite Applications Catapult will not share this information with any other organisations, or Public Bodies, without the permission of the Supplier.

1. **DISCLAIMER**

The Satellite Applications Catapult reserves the right to award a contract to any or no Vendor responding to this invitation, and to amend any information or any requirements contained in the documentation. Suppliers should form their own conclusions about the methods and resources needed to meet these requirements.

The documentation and the information contained within it are the property of the Satellite Applications Catapult; all rights, including intellectual property rights, are reserved.

Suppliers may withdraw their responses at any time prior to accepting the notification of award by sending a notice of withdrawal to the Satellite Applications Catapult.

The Satellite Applications Catapult shall observe all its obligations under the any data protection legislation from time to time in force in the UK including the Data Protection Act 1998 or any successor legislation (together the ‘DPA’)

Any expenditure, work or effort undertaken by your Company prior to the award of a contract is a matter solely for your Company’s own commercial judgement.

1. **TIMETABLE**

The indicative timetable is set out in the following table:

|  |  |
| --- | --- |
| Deadline for receipt of questions relating to this process | 12:00hrs 23 May 2018 |
| Issue of Question & Answer documentation | 25 May 2018 |
| Deadline for receipt of Proposals | **12:00hrs 01 June 2018** |
| Announcement of proposed site visits  | 07 June 2018 |
| Clarification meetings/visits with the three highest scored Respondents | 11-13 June 2018 |
| Notification to Respondents of award decision  | 14 June 2018 |
| Commencement of four-month trial for the Preferred Respondent(s) | 15 June 2018 |
| Contract Award Confirmed following successful conclusion of the trail period | 13 October 2018 |

IMPORTANT NOTE: No extensions to the deadline for responses will usually be granted with very limited exception to situations where a Bidder finds themselves seeking to request an extension due to reasonable extenuating circumstances, those circumstances being beyond the Bidder’s control and unforeseen to them.

1. **THE EVALUATION APPROACH**

The Award will be based upon the assessment made by the Satellite Applications Catapult of the information submitted by vendors responding to the request outlined within Annex A. The Table below contains a list of all criteria which will be used to evaluate responses:

|  |  |  |
| --- | --- | --- |
| Criteria | Title | Max score available |
| A | Tenderers must be able to demonstrate:1. Relevant experience of delivering assignments of a similar nature to those detailed in Annex 1
2. A high standard of Food safety & Hygiene within all aspects of their service
3. An excellent level of Allergy & food intolerance controls to ensure the safety of their clients. You must within your tender response declare any reportable instances where these controls have failed, and your response to this incident
 | 20 |
| B | References from two past clients for whom you have delivered similar services  | Not scored |
| C | Pricing Information detailed in Section C1 will be used with the approximate numbers of events outlined in Annex A to identify an anticipated cost of the service over 12mnths period.The vendor who offers the lowest evaluated sum will be awarded the highest score available (30) whilst other high priced offers will be scored proportionally lower. | 30 |
| D | The sample weekly menus proposed in **Table A** (Section C) demonstrating flexibility, customer care & resourcefulness | 30 |
| E | The variety, choice and value of the change out items proposed in **Table B** (Section C) | 20 |
| F | For the three highest scoring vendors (using criteria A to E) a Site visit by the evaluation panel will be made to:1. Inspect the proposed food preparation facility.
2. Review at first hand a sample of their proposed DDR Menu #1 for a maximum of four people
 | 20 |
| **Maximum score available:**  | **120** |

 **You should submit a response to this invitation addressing the requirements above and those detailed in Annex 1.**

Following a review and initial scoring of responses in accordance with criteria A to E (listed above), the **three highest ranked Respondents will be invited to meet with members of the Catapult’s Operations team in accordance with criteria F.**

Vendors will be contacted in this regard on **7 June 2018**

Following the conclusion of these meetings, the evaluation team will re-visit their scoring, award additional scores relating to criteria F (above) and submit their final scores. A maximum of two vendors who achieve the highest overall scores will be invited to commence a four- month trial.

**At the end of this trial period the team will evaluate the performance of this Vendor(s) against the Key Performance Indicators agreed at the commencement of the trial. Subject to satisfactory performance, the selected Vendor(s) will continue to provide catering services to the Catapult for a further 20 months.**

1. **RESPONSE REQUIREMENTS**

Please use this document, including all the attachments to return by email to procurement@sa.catapult.org.uk by **12.00 on 01 June** **2018**.

|  |  |  |
| --- | --- | --- |
|  | **Supplier** | **Buyer** |
| Company Name:- |       | Satellite Applications Catapult Ltd |
| Contact Name:- |       | Lorraine Hoult |
| Telephone Number:- |       | 01235 567999 |
| Email Address:- |      @      | procurement@sa.catapult.org.uk  |
| Position within the Company |  | Financial Accountant |
| Persons authorised to sign on behalf of the Company |  | Stuart Martin – CEO |

**SECTION A** – **SUPPLIER** **ORGANISATION** **INFORMATION**

Please ensure that you complete the questions relevant to your organisation.

|  |  |
| --- | --- |
| **A1** | Full name of the organisation submitting the quotation |
|  |
| **A2** | Please confirm the status of the Supplier to be considered: |
|  | *A response to this question is for the Catapult to understand the Supplier.* |
| **A** | Your organisation is bidding to provide the services required itself |  |
| **B** | Your organisation is bidding in the role of Prime Contractor and intends to use third parties to provide some services *(If yes go to question A3)* |  |
| **C** | The Potential Provider is a consortium (If you tick yes go to question A3) | Please Select |

|  |  |
| --- | --- |
| **A3** | If your answer to A2 was B or C, please indicate in the table all sub-contractors or members of the consortium which will be responsible for each element of the requirement.  |
|  | *If you have answered ‘yes’ to question b or c, please response to this question.*  |
| Element of Requirement | Company / Organisation | How much of the requirement will they directly deliver (%) |
|  |  |  % |
|  |  |  % |

|  |  |
| --- | --- |
| **A4** | Details about the organisation named in A1: |
| **A** | Company Registration Number |  |
| **B** | Date of Registration |  |
| **C** | Registered Address |  |
| **D** | Annual turnover |  |
| **E** | VAT Registration Number (if applicable) |  |
| **F** | Please select the legal status of the organisation applying  | 1 | a public limited company | [ ]  |
| 2 | a limited company | [ ]  |
| 3 | a sole trader | [ ]  |
| 4 | a partnership | [ ]  |
| 5 | a Limited Liability Partnership | [ ]  |
| 6 | a consortium | [ ]  |

|  |  |
| --- | --- |
| **A5** | Conflicts of Interest/Related Parties |
| Is there any other work being undertaken or likely to be undertaken by your organisation (or consortium) which could give rise to a conflict of interest? If Yes please provide details below |
| Is your organisation, or are any members of your organisation, *related parties* to any members of the Satellite Applications Catapult? (A *related party* could be a family member, relative, friend, prior business supplier or related corporation)  |

**SECURITY REQUIREMENTS**

|  |  |  |
| --- | --- | --- |
| **A6** | Do you have a company representative who is responsible for security | [ ]  Yes[ ]  No |
| **A7** | Does your organisation operate an Information Security Management system certified to International, European or equivalent standard (e.g. BS EN ISO 27001) or is your company certified to Cyber Essentials Plus? | [ ]  Yes[ ]  No |
| **A8** | If you have answered “Yes” to the above, please provide: | Name and approval certificate Number |  |
| Certificate Expiry Date |  |
| **A9** | Please self-certify that your organisation has an in-house policy for the management of information security that fully complies with current legislative requirements. | [ ]  Yes[ ]  No |
| **A10** | Has your organisation (or any member of your proposed consortium, if applicable) Directors or partner or any other person who has powers of representation, decision or control been convicted of any offences named within Annex C (if yes please provide details in separate annex) | [ ]  Yes[ ]  No |

**SECTION B – RESPONSE REQUIREMENTS**

This section seeks to understand how your organisation can meet the requirements of the User Requirement Specification

|  |  |
| --- | --- |
| **B1** | User Requirement Specification  |
| Please confirm you have attached your organisations response to the Specification of Requirements (Annex A).  |  |

|  |  |
| --- | --- |
| **B2** | Indemnity and Liability Provision |
| Please confirm your organisation insurances: |
| Employers Liability - £5m |  |
| Public/Products Liability - £5m |  |
| Any other insurances, and the level of cover you hold in relation to the proposed services |  |

**SECTION C – COMMERCIAL AND PRICE INFORMATION**

The following section outlines the commercial and price offer based on the User Requirement Specification. Prices submitted should be fully inclusive (Ex VAT) in GBP not subject to variation.

|  |  |
| --- | --- |
| **C1** | **Price Schedule** |
| Please enter, where applicable, your prices for the services listed in the table below. Total cost of goods or services proposed to meet the requirement.  |
|  | **Menu #1 Day Delegate Rate for 30+ delegates to a maximum of 180 to include as a minimum the following:** | **DDR:**  |
| **A** | **Arrival** * Tea/coffee incl. cups & saucers - 2 cups per person
* Still & Sparkling water to be served from the bottle incl. glasses
* Biscuits (pack of 2 – e.g. Borders)
 | £ |
| **Mid-Morning Breakout** * Tea/coffee incl. cups & saucers - 2 cups per person
* Still & Sparkling water to be served from the bottle incl. glasses
 |
| **Lunch*** Standard buffet lunch (up to 5-day menu should be provided, enabling variety through the week) to include the following (per person):
* 1.5 rounds sandwiches (or equivalent wraps & baguettes) – mixture of veg, fish and meat (menu to be provided in in the Table A entitled “Proposed food items for your Lunch Menus 1-4 – Monday-Friday” later in this document)
* 2 x side changeable items – 1 x veg & 1 x meat - (to be included in the Table B entitled” Changeable Items list” in later on in this section)
* 1 x dessert
* 1 x piece of fruit
* China plates, cutlery & disposable napkins
* Still & Sparkling water to be served from the bottle incl. glasses
* Juice (orange/apple)
 |
| **Afternoon Breakout** * Tea/coffee incl. cups & saucers - 2 cups per person
* Still & Sparkling water to be served from the bottle incl. glasses
* Biscuits (pack of 2 – e.g. Borders)
 |
| **B** | One member of staff to be on-site all day ensuring that everything is set up ready for the arrival of delegates, and at the end of the day to ensure the room is cleared to an acceptable state, as determined by the Catapult’s Facilities and Events Manager. Tablecloths to be provided and set up in the room. |
| **C** | **Any other costs to complete the event (Please describe).**Please note, no other costs will be entertained at a future point unless they are detailed at this stage of the process | **£** |
| **Total estimated cost of Menu #1 (DDR x 88 Delegates\*) + C** | **£** |

**\*Based on an average attendance level for events of this type – cost should also include delivery, set up & table cloths in the room 15-30 minutes before required time.**

|  |  |  |
| --- | --- | --- |
|  | **Menu #2 Day Delegate Rate for sub 30 delegates to a minimum of 4 to include as a minimum the following:** | **DDR:**  |
| **A** | **Arrival** * Tea/coffee incl. cups & saucers - 2 cups per person
* Still & Sparkling water to be served from the bottle incl. glasses

Biscuits (pack of 2 – e.g. Borders) | £ |
| **Mid-Morning Breakout** * Tea/coffee incl. cups & saucers - 2 cups per person

Still & Sparkling water to be served from the bottle incl. glasses |
| **Lunch*** Standard buffet lunch (up to 5-day menu should be provided, enabling variety through the week) to include the following (per person):
* 1.5 rounds sandwiches (or equivalent wraps & baguettes) – mixture of veg, fish and meat (menu to be provided in in the Table A entitled “Proposed food items for your Lunch Menus 1-4 – Monday-Friday” later in this document)
* 2 x side changeable items – 1 x veg & 1 x meat - (to be included in the Table B entitled” Changeable Items list” in later on in this section)
* 1 x dessert
* 1 x piece of fruit
* China plates, cutlery & disposable napkins
* Still & Sparkling water to be served from the bottle incl. glasses
* Juice (orange/apple)
 |
| **Afternoon Breakout** * Tea/coffee incl. cups & saucers - 2 cups per person
* Still & Sparkling water to be served from the bottle incl. glasses
* Biscuits (pack of 2 – e.g. Borders)
 |
| **B** | **Any other costs to complete the event (Please describe).**Please note, no other costs will be entertained at a future point unless they are detailed at this stage of the process | **£** |
| **Total estimated cost of Menu #2 (DDR x 25 Delegates\*)+ B** | **£** |

**\*Based on an average attendance level for events of this type – cost should also include delivery, set up & table cloths in the room 15-30 minutes before required time.**

|  |  |  |
| --- | --- | --- |
|  | **Menu #3 ‘Lunch only for 4-29 delegates to include as a minimum the following:** | **£**  |
| **A** | **Lunch*** Standard buffet lunch (up to 5-day menu should be provided, enabling variety through the week) to include the following (per person):
* 1.5 rounds sandwiches (or equivalent wraps & baguettes) – mixture of veg, fish and meat (menu to be provided in in the Table A entitled “Proposed food items for your Lunch Menus 1-4 – Monday-Friday” later in this document)
* 2 x side changeable items – 1 x veg & 1 x meat - (to be included in the Table B entitled” Changeable Items list” in later on in this section)
* 1 x dessert
* 1 x piece of fruit
* China plates, cutlery & disposable napkins
 | £ |
| **B** | **Any other costs to complete the event (Please describe).**Please note, no other costs will be entertained at a future point unless they are detailed at this stage of the process | **£** |
| **Total estimated cost of Menu #3 (DDR x 25 Delegates\*)+ B** | **£** |

**\*Based on an average attendance level of 6 delegates for events of this type – cost should also include delivery to the Catapult 15-30 minutes before required time.**

|  |  |  |
| --- | --- | --- |
|  | **Menu #4 ‘Lunch only for 30-180 delegates to include as a minimum the following:** | **£**  |
| **A** | **Lunch*** Standard buffet lunch (up to 5-day menu should be provided, enabling variety through the week) to include the following (per person):
* 1.5 rounds sandwiches (or equivalent wraps & baguettes) – mixture of veg, fish and meat (menu to be provided in in the Table A entitled “Proposed food items for your Lunch Menus 1-4 – Monday-Friday” later in this document)
* 2 x side changeable items – 1 x veg & 1 x meat - (to be included in the Table B entitled” Changeable Items list” in later on in this section)
* 1 x dessert
* 1 x piece of fruit

China plates, cutlery & disposable napkins | £ |
| **B** | **Any other costs to complete the event (Please describe).**Please note, no other costs will be entertained at a future point unless they are detailed at this stage of the process | **£** |
| **Total estimated cost of Menu #4**  **(DDR x 125 Delegates\*)+ B** | **£** |

**\*Based on an average attendance level for events of this type – cost should also include delivery, set up & table cloths in the room 15-30 minutes before required time.**

**Table A - Proposed food items for your Lunch Menus 1-4– Monday-Friday**

**These are the food items proposed to be included in the DDR submissions for Menus 1 to 4 listed above**

|  |
| --- |
| **Standard lunch menu – Monday – Friday (as per 1-4 above) please include sandwich filling examples, bread types, side options, and desserts)** |
| **Monday buffet lunch:***
*
*
*
*

 China plates, cutlery & disposable napkins |
| **Tuesday buffet lunch:***
*
*
*
*

China plates, cutlery & disposable napkins |
| **Wednesday buffet lunch:***
*
*
*
*
*

China plates, cutlery & disposable napkins |
| **Thursday Lunch Menu D:***
*
*
*
*
*

China plates, cutlery & disposable napkins |
| **Friday Lunch Menu D:***
*
*
*
*
*

China plates, cutlery & disposable napkins |

**Table B - Changeable items List**

**Side items (which can be changed with each order or within a period of three days prior to the event).These are the food items proposed to be included in the DDR submissions for Menus 1 to 4 listed above:**

|  |  |
| --- | --- |
| **List of side options (for the buffet lunch), that can be exchanged with the DDR packages at any time, or ordered in addition.** *Please provide:* | **Price** |
|  |  |
|  |  |
|  |  |
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|  |  |
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|  |  |
|  |  |
|  |  |
| Changeable items listed above should also be available to be ordered as additional items so a price is required above the DDR.**Table - C VIP Lunch menus** |

|  |  |  |
| --- | --- | --- |
|  | **Additional Buffet lunch menu only options for 10-40 delegates (please provide sample menus). Menus should increase in price from approx. £9.00 - £16.00 per head** | **£**  |
| **A** | **Lunch Menu A:**VIP buffet lunch to include the following *
*
*
*
*
*
*
*

China plates, cutlery & disposable napkins | £ |
| **Total estimated cost of VIP Lunch Menu A (DDR x 25 Delegates\*)** |  |
| **B** | **Lunch Menu B:**VIP buffet lunch to include the following *
*
*
*
*
*
*
*

China plates, cutlery & disposable napkins | **£** |
| **Total estimated cost of VIP Lunch Menu B (DDR x 25 Delegates\*)** |  |
| **C** | **Lunch Menu C:**VIP buffet lunch to include the following *
*
*
*
*
*
*
*

China plates, cutlery & disposable napkins |  |
| **Total estimated cost of VIP Lunch Menu C (DDR x 25 Delegates\*)** |  |
| **D** | **Lunch Menu D:**VIP buffet lunch to include the following *
*
*
*
*
*
*
*

China plates, cutlery & disposable napkins |  |
| **Total estimated cost of VIP Lunch Menu D (DDR x 25 Delegates\*\*)** |  |

**\*Cost should include delivery, set up & table cloths in the room 15-30 minutes before required time.**

**\*Based on an average attendance level for events of this type**

**Price list for optional catering extras**

|  |  |  |  |
| --- | --- | --- | --- |
| **Occasionally required items for Catapult events (all required with china plates, cutlery & disposable napkins** | **Estimated Quantity (per year)** | **Proposed Price (per item)** | **Total cost (x 12)** |
| Apple juice 1 Ltr | 191 |   |   |
| Apricot flapjack | 28 |   |   |
| Bacon Bap | 33 |   |   |
| Bakewell slice | 54 |   |   |
| 1 x Pack of two biscuits (e.g. Borders, but please state your proposed Brand) | 1369 |   |   |
| Chocolate twist | 25 |   |   |
| Cinnamon Swirl | 32 |   |   |
| Croissant | 100 |   |   |
| Egg Bap | 1 |   |   |
| Mixed fruit platter | 137 |   |   |
| Grapefruit juice 1 Ltr | 50 |   |   |
| Maple & Pecan Plait | 21 |   |   |
| VIP lunches (see above Table C)  | 254 |   |   |
| Mini dessert item | 38 |   |   |
| Orange juice 1Ltr | 56 |   |   |
| Pain Au Chocolate | 56 |   |   |
| Chocolate tarte | 74 |   |   |
| Tea & Coffee | 5912 |   |   |
| Traditional Flapjack | 11 |   |   |
| Water (Sparkling) 1 Ltr | 634 |   |   |
| Water (Still) 1 Ltr | 981 |   |   |

|  |
| --- |
| **Assumptions** |
| Tables will be provided by the Catapult ready for all catering items |
| Table cloths should be provided & set up prior to the event |
| DDR to start from 08:30hrs and finish at 17:00hrs |
| Catering to be set up at least 15 minutes prior to start of each event |
| There are limited to no onsite catering facilities available, it is assumed that all washing up will take be completed by the caterers and will be off site  |
| A store cupboard can be provided for extra supplies (water, glasses etc) |

|  |  |
| --- | --- |
| **C2** | Additional items  |
| Please outline if there any additional options outlined in your quotation that were not identified in our original User Requirement Specification. |

**SECTION D – DATA PROTECTION**

|  |  |
| --- | --- |
| **D1** | Data Protection  |
| Irrespective of whether you are successful in your tender and insofar as the tender includes personal data (as defined under GDPR), we would like to retain your contact details in the event that a suitable opportunity arises.  If you are happy for us to hold this information please tick this box.  |
| [ ]  Yes, we are happy for you to retain our tender for the purposes outlined above.[ ]  No, we are not happy for you to retain our tender. |
| Your information will only be held for 2 years from the date of conclusion of the tender process.  You are able to withdraw consent at any time by contacting procurement@sa.catapult.org.uk and your refusal to consent will in no way affect this tender process.  |
|  UNDERTAKING |

To be signed by an Officer of the Supplier’s Company in their own name on behalf of the Company.

I certify that the information provided is accurate to the best of my knowledge and that I accept the conditions and undertakings requested in the Request for Quotation.

|  |  |
| --- | --- |
| **Signed for and on behalf of the Company****SIGNATURE** |  |
| **Name of person signing on behalf of the Company****PRINT** |  |
| **Position in the Company****PRINT** |  |
| **Company’s name and address****PRINT** |  |
| **Date** |  |

**Annex 1 - Requirements.**

The Catapult spend approximately £85K each year on internal and external events. Please see the table below which details approximately the number and type of events that are put on. We are looking for a maximum of two catering companies to support these events and ad hoc catering requirements.

The companies selected must be flexible and customer focussed in their approach. They must be able to expand their services with limited notice, as often the events we run are oversubscribed. We have limited facilities on site so the majority of your preparation will need to be done off-site and delivered.

Please see the attached brochure entitle “Our Facilities” which details the look and feel of the types of events we cater for.

Any questions you have regarding the type of service the Catapult requires should be submitted during the question & answer round detailed in Section 5 of the invitation to tender.

* Average type & number of events each year that the successful vendor(s) will be required to support (to be used with Bidders pricing to reach an approximate cost per year):

|  |  |
| --- | --- |
| **Type of event (See list of Menus listed above)** | **Approximate number of events per year** |
| Menu #1  | 800 |
| Menu #2 | 450 |
| Menu #3 | 200 |
| Menu #4 | 48 |
| VIP Menu A  | 245 |
| VIP Menu B | 250 |
| VIP Menu C | 100 |
| VIP Menu D | 50 |

* Key Performance indicators will be used to evaluate performance throughout the contract period. We welcome your views as to what these should be and the reasons for adopting them.
	+ These will be agreed with the vendor(s) starting the trial period.

**Annex B – Photos of example buffets / crockery etc.**

**Please insert as part of your response**

**Annex C - Catapult Terms & Conditions**

Please see separate document