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**Invitation to tender for Retail Catering**

**At**

**Worthing and St Richard’s Hospitals, Sussex**

**on behalf of**

University Hospitals Sussex NHS Foundation Trust

Under a concession agreement

Reference C212869

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**Retail Catering opportunities at Worthing and St Richard’s Hospitals**

# Introduction

University Hospitals Sussex NHS Foundation Trust is reviewing the Retail Catering at Worthing and St Richards Hospitals.

St Richard’s Hospital in Chichester has one restaurant with 150 seats.

Worthing Hospital has one restaurant with 125 seats.

The Education Centre also at Worthing, has one separate takeaway outlet. They are all based within the main hospital sites.

The Trust are proposing to take over the seating areas within the restaurants with the view to use as areas for all staff, visitors, and patients. The idea is that these areas will provide additional much desired rest areas for staff, visitors, and patients,

The restaurant seating areas will be open 24\*7 with vending areas, at both hospitals to provide food and drink options 24 hours a day. The anticipated opening of the units is June 2024.

## About University Hospitals Sussex

University Hospitals Sussex NHS Foundation Trust (UHSussex) was formed on 1 April 2021. The Trust was created by a merger of Brighton & Sussex University Hospitals NHS Trust, which managed hospitals in Brighton and Haywards Heath, and Western Sussex Hospitals NHS Foundation Trust, which managed hospitals in Shoreham-by-Sea, Worthing, and Chichester.

UHSussex (The Trust) now runs seven hospitals across Brighton & Hove and West Sussex, employing around 20,000 members of staff and has an operating budget of more than £1.4 billion.

The Trust is responsible for acute hospital services for Brighton and Hove, West and Mid Sussex and parts of East Sussex. It also provides specialised and tertiary services across Sussex and parts of the Southeast, including neuroscience, arterial vascular surgery, neonatology, specialised paediatric, cardiac, cancer, renal, infectious diseases, and HIV medicine services.

Worthing Hospital is a busy district general hospital in the Southeast providing inpatient care for more than 500 people as well as outpatient appointments for almost 500 people per day. Approximately 3,700 staff are based at the hospital site with approximately 1,300 staff on average coming onto site each day.

St Richard’s Hospital is a medium sized, busy district general hospital in the Southeast providing inpatient care for more than 450 people as well as outpatient appointments for more than 450 people per day.  Approximately 3,200 staff are based at the hospital site with approximately 1,000 staff on average coming onto site each day.

## Our Vision

Our vision is encapsulated in our motto: Where Better Never Stops; and in our Patient First ethos which runs through the veins of our Trust and is described in our summarised Patient First Triangle



## Our Values

Our ethos and brand identity extends to our culture and how we share common values and behaviours. Our staff, partnering organisations and those we work with to deliver services to our patients should understand our values, as well as those of the NHS, and embody these.

### Our aspirational core values are:

**Compassion and Communication:** We treat our patients and staff with the same compassion and empathy we expect for ourselves. We’re here for them when they need us, and we go above and beyond to meet their needs. We care about everyone’s well-being because that’s why we do what we do. And we make sure everyone feels informed and included. We always find the time to communicate with staff and patients – however busy we may be – because people’s lives depend on it.

**Inclusion & Respect:** We welcome everyone and treat people as individuals – celebrating difference and always taking the time to listen. We respect people’s choices and always do our best to anticipate their needs. We treat everyone fairly and make sure people are free to be themselves. We make sure our Trust provides equal access for everyone and we put in place the processes, support and advocacy needed to meet people’s individual requirements.

**Teamwork & Professionalism**: We work together to provide exceptional care and uphold the highest standards. We value learning, teaching, and training so that we can be the best that we can be. We collaborate, we forge partnerships, and we celebrate each other’s success. We make sure all our voices are heard and we speak out when things aren’t right. Our colleagues are our extended family – we stand shoulder to shoulder through good times and bad. Driven by our desire to put our Patient First.

## Staff Survey

As part of the appraisal of the retail provision across UHSussex, the Retail Steering Group gained feedback from staff and governors who were invited to be part of the option appraisal. Staff also undertook informal engagement locally. Their feedback on the current offering was as follows:

Limited choice overall and not reflective of the diversity of staff and user groups

Limited veggie & vegan options.

Limited healthy options.

No daily soup options.

Cost not matching options/quality.

Other outlets have better options.

A staff survey was also launched at the end of January 2022 to understand staff views. The results of this survey are summarised in Appendix 1. This is aligned with the feedback received directly from staff and governors.

# The Opportunity

There are three commercial units in scope for retail catering use, offered via LOTS.

Bidders can bid for more than one lot, the highest scoring bidder for each lot will be awarded the contract, as explained in the Evaluation Framework document.

## The Lots

**Lot 1A. - St Richard’s Hospital, Chichester - Restaurant**

A Kitchen and servery footprint of 123.66 m²

Main public and staff facility for hot & cold food and beverage with option to take-away or to eat in the adjoining seating area that will be managed by the Trust.

The target opening hours are 7am to 8pm, seven days a week.

The Trust will consider tender submissions for variant opening hours which will be assessed as part of the tender evaluation.

Bidders should highlight alternative / additional hours that would provide added value to the Trust, and more importantly service users.

**LOT 1B – St Richards Hospital, Chichester – Vending**

24/7 vending to include hot and cold meals, or meals that can be reheated, snacks and drinks solutions.

**Lot 2A - Worthing Hospital**

A Kitchen and servery footprint of 148.89 m²

Main public and staff facility for hot & cold food and beverage with option to take-away or to eat in the adjoining seating area that will be managed by the Trust.

The target opening hours are 7am to 8pm, seven days a week. The Trust will consider tender submissions for different opening hours which will be assessed as part of the tender evaluation.

Bidders should highlight alternative / additional hours that would provide added value to the Trust, and more importantly service users.

**Lot 2B – Worthing Hospital – Vending**

24/7 vending to include hot and cold meals, or meals that can be reheated, snacks and drinks solutions.

**Lot 3 - Worthing Health Education Centre (WHEC) Restaurant only.**

A Kitchen and servery footprint 58.32 m²

Takeaway only food and beverage unit (no seating area)

The target opening hours for this unit will be 8am to 5pm Monday to Friday in line with the opening hours of the WHEC. Closed weekends and Public Holidays.

Please note that there is no vending requirement for the WHEC

## Trust’s Retail Catering Strategy

The Trust’s strategy for its retail and retail catering spaces is underpinned by three core principles:

* **Environmental Sustainability**: Any operators of these spaces must work in a way that complements and supports the delivery of our Environmental Strategy, for example, through commitments to reducing single-use plastics, reducing food miles, and sustainably sourcing their products. Our Trust Green Plan is attached in Appendix 2.
* **Staff Health and Wellbeing**: The health and wellbeing of our staff and patients is paramount and we will expect operators of our retail and retail catering units to provide healthy and varied, hot and cold food choices at affordable prices and take account of the 24-hour nature of our service.
* **Corporate Social Responsibility**: We are a significant local employer and, as part of the business community, aware of our responsibility as an “anchor organisation”. We take our corporate social responsibility very seriously and will expect the same levels of commitment from potential future operators of units. For UHSussex, this goes beyond local employment opportunities for local people. We are looking for operators and partners that support local food businesses and the local food chain and demonstrate ethical employment practices.

## ****Scope of the opportunity****

The lots are as described as above.

The objective of this tender is to select an operator for each Lot that offers:

* An exciting and innovative retail catering solution that will meet at a minimum, but preferably exceed, the expectations of staff and visitors and enhancing the Trust’s overall catering offering.
* A constructive approach to mobilising units to ensure maximum commercial returns, whilst maintaining a professional service.
* A clear indication of the support that UHSussex can expect from the selected partners throughout mobilisation and business as usual.
* Guaranteed concession payments to UHSussex on an Annual Guaranteed Minimum Returns model, paid in quarterly instalments.
* The Trust envisages the contract being for an initial period of five years, with the option to extend for a further five years up to a maximum of 10 years, depending on levels of investment from the supplier and the final contractual agreement.
* There is a requirement for vending solutions offering food 24/7 for Lots 1B and 2B.

## Retail Catering

Operators should outline their hot & cold food and beverage offer in their Technical Response, however UHSussex expects to see an affordable, varied, healthy and nutritious range of food and drink options suitable for different parts of the day as a minimum.

**Choices should include**.

seasonal and celebratory options, be healthy & nutritious, with vegetarian, and vegan options, whilst maintaining a tariff that is affordable and includes meal options’ for under £5.

Food that caters to dietary needs, such as gluten free, is also essential.

The Trust is interested in digitally enabled pre-order facilities for staff based around the hospitals who could order and then collect from the retail catering outlets.

Vending provision is 24\*7 (for Lots 1B and 2B)

Operators should outline their offer in the Technical Response.

## Equipment, fixtures, and fittings

As part of this tender the Trust is undertaking works to the current restaurant areas in St Richard’s and Worthing (Lots 1A and 2A) to separate the seating areas and retail concession. This will allow the seating areas to be used 24/7 by staff. The capital works to enable this change will be undertaken by the Trust in the period between the end of existing leases and the commencement of the new service provision (this tender).

The Trust has planned to undertake these works at its own cost, the Trust is willing to consider offers from bidders who wish to include these works as part of their tender submission.

Details and floor plans, including details of works planned by the Trust, are available at the end of this document in Appendix 3 and provided as separate uploaded documents on the Atamis ITQ portal.

The existing units will need to be assessed by the successful operators who can utilise any equipment they see fit and they would be responsible for the full fit out. The current condition survey of all current equipment is in Appendix 4 with all items owned by incumbent provider.

It may be possible for the successful bidder to reach agreement with the outgoing supplier to purchase existing equipment, purchase of existing equipment is considered a private matter between bidder and incumbent.

## ****Background to the requirement****

Every year, approximately 660,000 staff, patients and visitors pass through Worthing Hospital and 550,000 at St Richards Hospital.

Staff and visitors to the sites need to be able to access a choice of good quality, affordable hot and cold food options that cater for a variety of dietary requirements.

The seating areas will be furnished to a high specification, designed with modern fixtures and fittings, and we are seeking partner(s) to complement this facility and to sell a variety of fresh produce to support the health of our staff, visitors, and wider communities.

There is also a requirement under Lots 1B and 2B, for a hot / cold main meal vending offer that can either form part of the retail unit as a 24/7 automated service (or micro market) or as a standalone vending area in each of the main retail areas (lots 1A and 2A). When the takeaway units are closed access to these areas and to the vending will be for staff only.

Lot 3 is an existing takeaway that does not have a seating area, it will be the supplier’s responsibility for refurbishing the equipment and kitchen if so required.

There are several other retail and retail catering units across the sites footprint that are not in scope - these include:

**Worthing Hospital**

* **Costa Coffee**

Main reception, open 7am - 8pm Monday to Friday, 8.am - 6pm weekends.

* **WHSmith**

Main Reception Open 7am – 8pm Monday to Friday, 8am - 6pm weekends.

* **Voluntary Services Shop and Café**

North Wing Worthing Hospital, open 7am – 5pm Monday to Friday, Saturday 9am - 4pm.

**St Richards Hospital, Chichester**

* **Costa Coffee**

Main reception, open 7am - 8pm Monday to Friday, 8.am - 6pm weekends.

* **WHSmith**

Main Reception, Open 7am – 8pm Monday to Friday, 8am - 6pm weekends.

* **Voluntary Services Shop and Café**

Outpatients, open 7am – 5pm Monday to Friday, Saturday 9am - 4pm.

* **Doctors Orders**

Chichester Medical Education Centre, open 8am – 5pm Monday to Friday.

## Trust’s commitment to environmental sustainability

UHSussex is committed to reducing its impact on the environment and in February 2022 launched its Patient First, Planet First; Green Plan outlining how it will become carbon net zero by 2040.

As food and catering services in the NHS produce an estimated 6% of total carbon emissions, environmental issues are close to our heart. Healthier, locally sourced food can improve wellbeing while cutting emissions related to agriculture, transport, storage, and waste across the NHS Supply Chain and on the NHS estate.

We are a proud signatory of the NHS Plastics Pledge and no longer purchase single use plastics. We have also committed to:

* Minimising waste.
* Reusing wherever we can.
* Switching to greener alternatives such as plant-based foods and ensuring there are vegetarian, vegan, and low carbon menus.
* Using innovative electronic ordering systems where we can.
* Work with our patients, staff, and visitors to ensure sustainable, seasonal menus at our sites.

The Trust will be looking for supplier(s) who share our commitment to reducing their impact on the environment and will support us in the delivery of our Green Plan.

# ****Requirements****

UHSussexis seeking suppliers to operate commercially viable retail and catering outlets that provide a modern offer that appeals to all potential users including staff, patients, visitors, and the local community. The minimum service requirements are outlined below.

## The Lots

* LOTS 1A & 2A - operate a high quality take away fresh food outlet, seven days a week, between the hours of 7am to 8pm, 7 days a week. These lots have nearby seating area to eat in.
* Lots 1B and 2B – is to provide vending options as above, 24\*7
* LOT 3 WHEC Monday to Friday 8am-5pm. This is takeaway only.

## The Service offering should.

Obtain and maintain a 5\*EHO food rating throughout the contract period.

Provide exciting, innovative, and seasonal food with choices that offer a good, varied choice of hot and cold food at affordable prices.

Provide a food and beverage offering that is fresh, locally sourced where possible and develops sustainable local food chains.

The menus must offer healthy options which incorporate vegan and vegetarian choices in addition to cater for those who have food allergies.

Provide a guaranteed annual minimum concession payment to the Trust, paid in quarterly installments.

Act in accordance with environmental health and food safety legislation and follow all health and safety guidelines issued by NHS England.

Provide and promote a hospitality service for meetings and functions on the Trust sites, for the relevant Lot.

For Lots 1B & 2B only: 24/7 vending to include hot meals (or meals that can be reheated), cold meals, snacks and drinks solutions.

## Service Delivery Shall

* Employ a catering team that are trained and skilled to the required standards and demonstrate excellent customer service.
* Have a customer focused approach.
* Work in partnership with the Trust through any build and mobilisation, providing expertise and potential investment to realise the offer/brand.
* Act in accordance with the Trust’s Values and Behaviors.
* Support the Trust to deliver its Green Plan ambitions (included as Appendix 2) with sustainable practices; particularly around the provision of low carbon menus, minimisation of waste, sustainable local food supply chains and packaging practices (using recycled packaging where possible). As part of the evaluation process, the Trust will be looking for operators who can evidence using local suppliers, have staff who are trained and aware about sustainability and operate to Carbon Trust food preparation and sector guide (CTV035).
* Deliver good customer service, as measured by the retailers’ own audits and mystery shopper schemes and the Trust’s internal/external audits.
* Providing value for money
* Providing creative catering solutions for staff on night shifts

## **Functional Requirements**

Service providers shall

* Outlets that are leading edge in the healthcare sector using the latest innovations.
* Provide a variety of good quality options relevant to the customer base to maximize potential sales and support the wider health and wellbeing of the community.
* Undertake marketing and branding to maximize sales and profit for the Operators and the Trust.
* Look at innovations for a pre-ordering facility that would benefit staff on busy shifts with limited break times.
* Providing the Trust with a guaranteed annual minimum concession, paid in quarterly installments.
* Engage with local suppliers and the community.
* Act in accordance with environmental health and food safety legislation and follow all health and safety guidelines issued by UHSussex and NHS England.
* Act in accordance with the Trust’s Values and Behaviors.
* Support the Trust to deliver its Green Plan.

## ****Performance Requirements****

The below performance requirements for the LOTS will be fully agreed on contract signing.

The provider(s) shall:

* Ensure sufficient staffing levels on site each day to meet the operational requirement and to minimise queue times.
* Maintain a food hygiene training plan, procedures, and records to be in place.
* Provide a range of high-quality food and beverages that appeal to a wide demographic, that are freshly made where possible, preferably locally sourced, seasonal and include healthy, vegetarian, and vegan options, together with option for people with dietary requirements such as intolerances to gluten.
* Maintain good customer service as measured by the Caterer’s own audits and mystery shopper schemes and the Trust’s internal / external audits.
* Provide affordable tariffs and menus agreed with the Trust on a 6 monthly basis with annual marketing and branding plans to promote sales and footfall.
* Produce a monthly operational and financial report to be presented to UHSussex in an agreed format.
* Ensure payment of guaranteed minimum annual concession rent in quarterly instalments.
* Demonstrate best practice in consideration to environmental issues, corporate and social responsibility, local and inclusive sourcing, and inclusive employment.
* Act in accordance with environmental health and food safety legislation and follow all health and safety guidelines issued by NHS England. Any rectifications to be carried out within EHO and Trust Food Safety Officer timelines.
* All food safety and hygiene checks to be completed in accordance with the Trust in accordance with the partner’s safe catering system and monitored monthly by the Trust Food Safety Officer.
* For each retail catering concession operated Food Hygiene Rating of 5\*s is obtained and maintained.

All food safety and hygiene checks to be completed with the Trust in accordance with the partner’s Safe Catering System for all LOTs. There will be monthly inspection checks and six-monthly food safety audits by the Trust’s internal audit team.

## ****Key Performance Indicators****

Suppliers will attend quarterly Contract Management meetings; and provide management information reporting ahead of meetings expected to include.

Recent Audits and outcomes

Food Safety Compliance

EHO 5\* rating

Daily fridge temperature checks

Cleaning Standards

Operational

Quality of food offerings

Affordability and choice in menus

Staff levels - vacancy info / turnover information

Availability against opening hours

Complaints and Customer Feedback (Retailer and Trust feedback)

Food waste

Injuries

## Other Requirements.

### Hygiene and Food Safety

Food must be presented and served at an appropriate temperature for safety and eating quality. These temperatures must be set by the Supplier for its staff and monitored at appropriate times. Presentation and service must enhance the attractiveness of dishes. Customers must be made aware of the contents of dishes, particularly where ingredients might give rise to allergic reactions (such as nuts).

### The Supplier shall:

* Comply with all legislation and regulations (as amended) including the Food Safety Act 1990, Food Premises (Registration) Regulations 1991, The Food Hygiene (England) Regulations 2013 and Food Safety (Temperature Control) Regulations 1995, Food Information Regulations 2014, plus Food Standards Agency codes of conduct and guidance.
* Use due diligence in the procurement, storage, preparation, and usage of all food materials.
* Develop and implement appropriate operational policies, procedures, and practices to ensure food safety and hygiene standards are always maintained that comply with a” Safe Catering” programme based on Hazard Analysis and Critical Control Points (H.A.C.C.P). The Supplier shall provide assurance in the form of documentary evidence that this has been done.
* Require any supplier, manufacturer, wholesaler, distributor, or other party involved in the Supplier’s supply chain for this contract to comply with all appropriate Food Safety and Labelling legislation, and any other subsequent amendments or changes made during the term of this contract.
* Establish and maintain procedures for the safe operation of temperature-controlled vehicles. Any vehicles deployed by the Supplier must be designed to allow them to be adequately cleaned and disinfected. Such vehicles must be kept clean and in good order to prevent contamination. Such vehicles used must be reserved for food only and marked as such when there is a risk of contamination. Such vehicles must not be used to transport anything other than food where this may result in contamination. Where necessary different products should be separated effectively to protect against the risk of contamination. Foodstuffs in containers must be placed to minimise the risk of contamination.
* Maintain systems for ensuring food is handled, stored, prepared, and cooked appropriately and provide daily evidence of food temperature control at the key points of delivery including time and temperature of cooking, processing, and storage. The Supplier’s records shall be available for inspection.
* Ensure that all fridges and freezers are checked for correct operation a minimum of twice a day during the working week and temperatures recorded.
* Clearly label all foods containing nuts and other allergens and other potentially harmful ingredients both on the menu and on any service platters, counters, or other places where food is served in accordance with legislation.
* Maintain an effective menu planning and food usage control system, to minimise the amount of waste generated and all waste must be recorded.
* Comply with all food safety and hygiene legislation covered in the Food Standards Agency’s “Food Law Guide.”.
* Comply with Natasha’s Law whereby all food outlets need to provide full ingredient lists with clear allergen labelling on Pre-Packed for Direct Sale foods (PPDS).
* Comply with new Calorie Information rules, whereby food and drink businesses in England with over 250 employees must display calorie information on their in-person and online menus.
* Provide clear information containing the allergenic foods listed in Directive 2003/89/EC.
* Have an environmental strategy for all packaging and cutlery.

The premises are subject to inspections by the Local Authority Environmental Health services. The Trust may also elect to carry out additional inspections. These inspections will not normally be announced in advance and will form part of the performance-measuring programme for this contract.

Any matters that arise relating to food safety (Food Hygiene or Food standards) must be referred immediately to the Supplier’s Contract Manager and then to the Trust’s Contract Manager for the contract who will be responsible for resolving the problems in conjunction with the Supplier.

The Supplier must comply with any directions given by the Trust in relation to fire safety and emergency evacuation of the premises.

### Cleaning

It is the responsibility of the supplier for the day-to-day cleanliness within the retail areas, kitchens, preparation areas, service areas, seating areas, vending areas, stores, offices, and changing rooms including equipment, fixtures, and fittings therein and for maintaining them in a suitably clean and tidy state throughout their hours of operation.

Floors, work surfaces, boards, utensils, and other light equipment shall be cleaned between operations in an appropriate manner to minimise the risk of cross-contamination.

A comprehensive cleaning schedule must be in operation and always displayed with a daily compliance checks.

Arranging, overseeing, paying for, and assuming responsibility for all periodic deep cleans of all fixed equipment within the kitchen, preparation areas, service areas, stores and changing rooms including filters and cooker hoods, walls, ceilings, benching, stores, racking and floors.

### the Supplier will be the responsible for.

Equipment Maintenance, and the cost associated.

* Waste Management

The Supplier shall maintain an effective menu planning and food usage control system, to minimise the amount of waste generated and all waste must be recorded in accordance with the national standards for healthcare food and drink.

It will be the catering supplier’s responsibility to ensure all waste streams are utilised in the correct manner ensuring we are compliant with the sustainability process. The disposal of waste will be the Trust’s responsibility apart from waste oils, fats and grease shall be managed by the catering supplier and should be done so in accordance with current standards / guidelines.

Under no circumstances should Oil, Fat or Grease be disposed of via drains.

* Utilities

The Trust will be responsible for the cost of all utilities in the retail Catering areas, The Trust will expect the Supplier to be responsible in ensuring utility usage efficiently.

* Responsible Sourcing

The Supplier is required to deliver sustainable food and as part of food sourcing, promote sustainable and high animal welfare farming methods, whilst supporting local economic regeneration.

## Training

The supplier shall ensure all employees are trained to perform their roles at the required performance level, including but not limited to:

* Health and safety
* Customer Service
* Role specific technical skills
* Fire procedures

# Tariff

The supplier shall sell products at a competitive tariff, in line with the local competition and provide value for money wherever possible. Any changes to tariffs to be agreed with the Trust.

# Constraints

## Staffing and TUPE Considerations

There are currently staff working in the restaurants which Lots 1A and 2A will replace. These services will cease to operate early in 2024, approx. end of January. Due to the length of the gap between closure of the existing services and the opening of new services, the Trust believes that TUPE does not apply. Operators must follow their own due diligence around TUPE and may wish to take their own legal advice.

Lot 3 is not currently operational and no staff are working in this service. The new Operator will have to provide their own team to deliver the services.

## Unit availability

The units will be formally handed back to the Trust in January 2024 by the incumbent suppliers.

We anticipate that successful operators will have access to the units to begin fit outs from mid-March 2024 following agreement of contracts and, for Lots 1 and 2, conclusion of Trust works to separate the seating area from the concession.

The Trust would be looking at successful operators mobilising the units to have them operational by late June 2024.

### Mobilisation

As part of the tender response the supplier should submit their ideal time required for the unit fit out and mobilisation until opening; providing a schedule of the key milestones, outlining how each will be achieved and monitored, and the key personnel who will be responsible for the fit out and mobilisation.

## IT constraints

The Trust’s Wi-Fi will be the only public Wi-Fi Internet offered in the building – it is free to all users.

The retailers’ Internet is provided via a secure, segmented connection to the Trust network – no ADSL/VDSL broadband is possible. WAN connections are provided from a Cat5e/Cat6a socket.

Operators must work to the Trust’s and NHS England, Health Technical Memoranda (HTM) guidelines. Contract/service management Requirements

The contract will be managed by a series of meetings between the onsite management team supported by senior management and the localised Facilities Management personnel.

# Marketing of the services

Operators will be responsible for marketing their offers. Display boards will be permitted within the building (subject to prior agreement with the Trust). The Trust will share/promote marketing materials via internal communications channels.

# Tender process and Timelines

## The ITT

The Trust shall be using the Atamis e-procurement platform, all communication will be via this platform.

Bid should be submitted in accordance with the instructions provided on the portal.

## Procurement Timeline

The Trust timeline in summary for this requirement is:

|  |  |
| --- | --- |
| Publication of ITT | w/c 27th November 2023 |
| Bidder Briefing | 14th December 2023 2.30pm |
| Deadline for Clarification Questions | 8th January 2024 |
| Deadline or receipt of proposals | 29th January 2024 |
| Evaluation | 30th January 2024 - 11th February 2024 |
| Shortlisted bidders notified (maximum 4 per lot) | w/c 12th February 2024 |
| Presentation and Interviews | 20th February - 22nd February 2024 |
| Final moderation | 23rd February 2024 |
| Internal Approvals | w/c 26th February 2024 |
| Standstill period | 1st March - 11th March 2024 |
| Contract Award | w/c 18th March 2024 |

Timeline is subject to change; any changes will be communicated to bidders.

## Mobilisation Time - Anticipated

|  |  |
| --- | --- |
| Lot 1 and 2 Trust build works | 6 weeks commencing 5 February |
| Target Fit-Out Completion | 20th June 2024 |
| Target Service Commencement  A soft opening will be considered. | 27th June 2024 |

## Evaluation

The evaluation model is Appendix 6 of the document pack on the Atamis Portal.

The evaluation process will be based the published criteria, with independent evaluation by an evaluation team, followed by moderation to shortlisting for interview. It is expected that the top 4 scoring bidders of each lot will be taken through to the next stage of Supplier Interviews.

Following completion of the supplier interview, the evaluation team will convene for final moderation and appointment of preferred bidder, for each Lot.

Further information about the evaluation process can be found in Appendix 6.

**Evaluation process**

Round one - compliance check of all bids received by the closing date and time; noncompliant bids rejected.

Round two - independent evaluation of the technical elements of proposals

Round three - Financial Appraisal

Round four - Final moderation and notification of outcomes for each Lot.

# ****Contractual requirements****

The contract will be on a concession basis with a minimum annual guaranteed payment to the Trust, paid in quarterly instalments. The Trust envisage the contract being for an initial period of five years, with the option to extend for a further five years to a maximum of 10 years.

The supplier will provide a Contract Manager based on site for each of the Lots and a senior regional head office contract manager as a point of contact for the Trust.

The supplier should propose the annual concession payment to the Trust and the minimum annual guarantee, detailing their assumptions in terms of:

* Annual net sales
* Cost of sales
* Gross profit
* Labour cost
* Sundry costs

Any significant changes to menus in the retail catering units, or significant changes to items being sold (e.g., a reduction in the sale of hot food) must be agreed with the Trust beforehand in writing.

The Supplier is encouraged to provide any additional information that they believe will enhance the services and/or provide innovative solutions.

The Trust Policies are included in Appendix 7.

# ****Form of Tender****

Bidders are required to complete and return the Form of Tender that is within the uploaded documents on the Atamis Portal.

The Form of Tender must be returned along with your proposal, using the Technical Response document and Retail Spaces Financial Evaluation document.

# Bidder Questions

All bidder questions must be submitted via the Atamis portal and not to any Trust individual, in accordance with the timeline listed at section 7 of this ITT.

Appendices

The documents making up the appendices are uploaded separately to the Atamis portal, they are:

Appendix 1 – Staff Survey January 2023

Appendix 2 – University Hospitals Sussex Green Plan

Appendix 3 – Restaurant Floor plans

**Lot 1A St Richards Restaurant floor plan**

**Lot 2A Worthing Restaurant floorplan**

**Lot 3 – WHEC floorplan**

Appendix 4 – Equipment Condition Survey

Appendix 5 – Not used.

Appendix 6 – Evaluation model

Appendix 7 – Trust Policies

END OF DOCUMENT