Northamptonshire Children’s’ Trust Request for Quote for Children’s Homes Catering and Training

Services

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## SECTION 1: INTRODUCTION

## PART A: GENERAL REQUIREMENTS

The Trust’s detailed requirements are defined in Section 2 - Specification.

Please take care in reading this document in particular the Specification; In the event of any questions or queries in relation to this Request for Quotation (RFQ), please contact the buyer via the method stated below.

The Trust reserves the right to:

* + carry out due diligence checks on the awarded provider;
	+ amend the conditions of Contract attached in Appendix 1;
	+ abandon the procurement process at any stage without any liability to the Authority; and or
	+ require the Potential Provider to clarify its quotation in writing and if the Potential Provider fails to respond satisfactorily, this may result in the Potential Provider not being selected.

## PART B: BACKGROUND

The Trust is looking for an individual or company to provide catering and independence training to children living at the children's homes and to assist with the delivery of catering services and to alternate services upon request. Provide a deep clean flue cleaning inspection and service to all the children’s homes

## PART C: PROCUREMENT TIMETABLE

### Timescales and Milestone

|  |  |
| --- | --- |
| **Action** | **Date** |
| Request for Quotation Issued | 27/10/2021 |
| Deadline for Clarification Questions | 19/11/2021  |
| Deadline for Quotation Responses | 26/11/2021 |
| Quotation Evaluation | 10/12/2021  |
| Contract Awarded / Start Date | 04/01/2022 |
| Deadline for Delivery (if applicable) |  |
| Contract End Date | 03/01/2025 |

## PART D: CLARIFICATION QUESTIONS

Any queries about this document, the procurement process, or the proposed contract itself, should be referred to the nominated Service Area Contact.

Tim Morrison, Team Manager, tim.morrison@nctrust.co.uk

## PART E: QUOTATION RESPONSES

Any bids not compliant or completed fully will be discarded. Should you wish to take part in the selection process please complete this RFQ and return to the nominated Service Area Contact

## PART F: EVALUATION OF QUOTATIONS

Based on the information provided by organisations, each compliant submission will be evaluated and the highest scoring tender will be awarded the contract.

Potential Providers must pass all Pass/fail questions. The quality questions relating to delivery of the service will be evaluated according to the criteria below. Quality questions will make up 50% of the evaluation. Price will make up 50% of the evaluation.

The Quality Questions will be scored using the following scale:

|  |  |
| --- | --- |
| **Score** | **Criteria to Award Score** |
| 0 | Response does not meet requirements or no response is provided. |
| 1 | Response partially meets requirements but contains significant weaknesses, issues or omissions. |
| 2 | Response meets requirements to an acceptable standard but contains some weaknesses, issues or omissions. |
| 3 | Response meets requirements to a high standard. Robust and detailed in all respects. |

##

## SECTION 2: SPECIFICATION

Please Note: This specification forms an integral part of the contractual arrangements and provides the criteria by which service quality, efficiency and effectiveness will be monitored and evaluated by Northamptonshire Children’s Trust and other interested parties.

For the purpose of this document Northamptonshire Children’s Trust will be known as ‘the Trust’.

The Trust are seeking an experienced Caterer to join our thriving teams at two of our Children’s Homes in Northamptonshire. The right candidate will be up to date with all environmental health guidelines and have awareness of allergies and allergens. You will be willing to complete training and refresh knowledge and will hold a level 3 Food Safety qualification. An enhanced DBS is required.

Key responsibilities:

* To organise, cook and prepare a healthy, balanced diet for children in Welford and Arnold House. Monday, Wednesday and Friday at Arnold House and
* Take into consideration daily those children who have special dietary requirements and prepare a suitable alternative.
* Prepare a suitably balanced rotating menu taking into account dietary and cultural requirements of the children.
* Ensure high standards of hygiene, health and safety is maintained in the kitchen at all times.
* To work with the young people at Welford House on their cooking skills in line with their Pathway Planning.

Operational Responsibilities:

* To be responsible for the day-to-day running of the kitchen, ensuring compliance with registration and legislative requirements at all times.
* Responsible for the planning and preparation of food to provide meals in accordance with our menus and food policies.
* Ensure that all individual dietary requirements are catered for.
* Maintain necessary kitchen procedures and records in accordance with Environmental Health policies and processes.
* Liaise with Home Manager on the ordering of necessary kitchen equipment.
* To undertake any other reasonable catering duties as requested by the Home Manager.
* Ensure the kitchen and equipment is kept suitably clean at all times including walls, floors and trolleys to transport food following a cleaning schedule. On a daily basis that all crockery, cutlery and cooking utensils are washed in accordance with food safety guidelines.
* Ensure that all foods are ready at the specified time and correctly served.
* To implement and maintain the company’s equal opportunities policy ensuring that practice is positive and non-discriminatory.

Individual Accountability

* To ensure you have a clean uniform, including head wear, daily and wear suitable footwear for working in a busy kitchen space.
* Ensure the effective and regular removal of waste materials to the designated waste area.
* The ability to use food preparation equipment and ensure the economic use of materials, equipment and energy.
* The ability to work as part of a team and use your own initiative.
* The ability to manage your own time and prioritise tasks.
* Have a friendly, flexible approach.
* To have total responsibility of the kitchen, cleaning all of the equipment and appliances

Personnel

* To establish good professional relationships with colleagues.
* Work with the Home Manager to implement and ensure that set budgets are not exceeded.
* Responsible for control, storage and rotation of kitchen stock.
* Order food in line with the Homes’ policies.
* The ability to order correct amounts of food and control kitchen stock.
* To prepare a weekly shopping list and help with putting the shopping away.

Training and Development

* To contribute to the team effort of the Homes and to attend staff meetings and social events as and when required.
* Commitment to undertaking appropriate training and continued professional development.
* To undertake future and refresher training as appropriate.
* Be professional, polite and positive in all verbal and non-verbal interactions with staff, the children at all times.

Health & Safety

* To ensure that the highest standards of health and safety
* Ensure that hygiene and cleanliness within the kitchen is of the highest standard in accordance with Environmental Health requirements and legislation.
* Maintain an awareness of food allergies keeping an up to date log of all children in the homes, working with the staff team during new admissions.
* Update your knowledge and awareness of Health and Safety issues including COSHH regularly.
* To be responsible for the hygiene and complete all Risk Assessment within the kitchen area.
* Prevent cross contamination of food within the kitchen area.
* All food must be stored and served at the temperatures required by the Chartered Institute of Environmental Health Food Safety

### Relevant Legislation

In delivering the service the Provider shall comply with all applicable legislation, statutes, registration standards, regulations and guidance, and any amendments, re- enactments or updates in respect of the Services they supply and all aspects of the behaviour of individuals they employ directly or indirectly.

Health & Safety

The Provider shall comply with the requirements of the Health and Safety atWork Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to Staff, carers and other people working on the Premises in the performance of its obligations under the Contract.

The Provider shall ensure that its health and safety policy statement (as required by the Health and Safety at Work Act 1974) is made available to the Trust on request

Social Value and Ethics

The Public Services (Social Value) Act 2012 became law on the 8th March 2012. The Act went ‘live’ on 31st January 2013 and any Trust staff involved in commissioning or procurement must adhere to it.

As stated in the act itself, the Trust must consider:

* + how what is proposed to be procured might improve the economic, social and environmental well-being of the relevant area; and
	+ how in conducting the process of procurement, it might act with a view to securing that improvement.

In line with this Act, the Providers must consider social value in the development of all Services and policies. Providers will be required to demonstrate any benefits provided for the community in the delivery of the Service. In essence, how the

Provider’s solution will benefit Northamptonshire. This could include (but is not limited to):

* + Provide or ensure involvement in an apprenticeship scheme;
	+ Advertise and offer jobs to individuals in the local area;
	+ Sub-contract or employ businesses within the community of your requirement
	+ Provide support in other regeneration projects within the community of the contracting customer;
	+ Support any of the skilled development within your areas of your requirement
	+ Support any of the educational attainment levels within your areas of operation;
	+ Support any volunteer schemes;
	+ Meet sustainable requirements;
	+ Provide economic benefits;
	+ Benefit the community;
	+ Recycle materials or Service waste; and
	+ Consider whole lifecycle within bottom line cost.

The Provider will be required to behave in a manner that minimises the impact of its actions on the environment and ensures that it considers whole life costing and benefits to:

* + Society,
	+ The environment,
	+ The economy,
	+ Ethical issues,
	+ Equality,
	+ Diversity and inclusion,
	+ Social and economic welfare.

Sustainability

The Provider will be required to demonstrate and have regard to sustainability. This could include (but is not limited to):

* + Energy efficient / resource efficient; as before
	+ Minimum use of not previously exploited, cultivated, used material / maximum use of recycled materials
	+ Nil (or reduced) pollution.
	+ Include recognised environmental & social standards.
	+ Take account of new/emerging legislation.
	+ Consult with stakeholders & environmental managers.
	+ Promote equality & diversity.

Modern Slavery, Child Labour and Inhumane Treatment

* + The Parties agree to:
	+ comply with all applicable anti-slavery and human trafficking laws, statutes, regulations and codes from time to time in force including, but not limited to, the Modern Slavery Act 2015;
	+ have and maintain throughout the term of this Contract its own policies and procedures to ensure its compliance; and
	+ not engage in any activity, practice or conduct that would constitute an offence under sections 1, 2 or 4, of the Modern Slavery Act 2015 if such activity, practice or conduct were carried out in the UK.

Businesses may not employ anyone under the age of 18 in any type of work that by its nature or circumstances is hazardous or is carried out in a way likely to jeopardize the health, safety or morals of Young Persons

Providers must follow the Ethical Trading Initiative’s Base Code to ensure workers’ rights.

Equality & Diversity

* Providers must comply with the Trust’s Equality and Diversity Policy and familiarise themselves with [Northamptonshire’s Equality Duty Information.](https://www3.northamptonshire.gov.uk/councilservices/council-and-democracy/equalities/Pages/equality-policies-and-strategies.aspx)
* In accordance with the Human Rights Act 1998 and Equality Act 2010, Providers must:
	+ Demonstrate equality in all aspects of their practice and have clear procedures in place;
	+ Ensure everyone they are responsible for, positively embrace the concept of diversity in society and encourage the Children and Young People in their care to understand and respect different cultures and lifestyles;
	+ Ensure everyone, is responsible for understanding and accepting the damaging effects of discrimination in society and have the knowledge, skill and will to challenge and report the perpetrators of discrimination and to support Children and Young People who have or may experience racist abuse or attacks;
	+ Ensure they have the capacity and resources to help Children and Young People develop a positive sense of their identity, and where appropriate comply with the Trust’s Heritage policy;
	+ Ensure they acknowledge and respect each Child or Young Person’s religion and support them to follow their faith; and
	+ Have an Equality and Human Right Impact Assessment for Services.

##

The Service must ensure that at all times standards, policies, procedures and legislative requirements will be made clear to their employee/s, via a robust induction, regular training and development program, staff meetings and regular supervisions.

The Provider must ensure all Employees have undertaken all the safer recruitment checks and comply with Northamptonshire Safeguarding Children Partnership safeguarding policy and procedures.

The Provider must ensure that at all times they have sufficient numbers of people of appropriate ability, qualification, skill, knowledge, training or experience available to provide and supervise the provision of the Services and cater for employee’s holidays, sickness and absence, plus the extended period beyond the end of the project funding period, as detailed in section 2.4 and Part C above.

The Provider is responsible for assessing whether a Standard, Enhanced or Enhanced with barred lists check is required for staff. The Trust’s expectation is an Enhanced DBS check with access to the DBS Children’s Barred List is carried out for all staff who work unsupervised or have access to information about Children and Young People.

The [following guidance](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/753972/Standards_eligibility_guide_v1.0_051118.pdf) and [here](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/804668/Child_workforce_guide_v10_0_28052019.pdf) covers Standard and Enhanced DBS checks:

All checks must be renewed every 3 years as a minimum.

The Provider must notify the Authorised Representative (the person appointed by the Trust to administer and manage the contract on behalf of the Trust or such other person the Trust may nominate from time to time from the Trust) about any complaints, allegations or critical and major incidents.

The Provider must ensure that its Safeguarding Policy is updated regularly and is made available to the Trust on request.

The Provider must carry out a ‘Lessons Learned’ exercise after the incident and send to the Trust.

* SECTION 3: SUPPORTING INFORMATION

**Please complete Part A below**

### PART A: Organisation and Contact Details

|  |  |
| --- | --- |
| **A-1 Name of your organisation** |  |
| **A-2 Registered office (if applicable)** |  |
| **A-3 Trading address (if different from registered office)** |  |
| **A-4 Organisation Registration Number (if applicable)** |  |
| * 1. **Is your organisation a:**
		+ Sole Trader
		+ Partnership
		+ Public Limited Company
		+ Private Ltd Company
		+ Charity
		+ Other
 |  |
| **If you selected other, please specify** |  |
| **A-6 What, if any, local connections do you have with the County of Northamptonshire?** |  |
| **A-7 If the Company is a member of a group of companies, please give the name and address of the ultimate holding company.** |  |
| **A-8 Name of person to whom any queries relating to this quote should be addressed.** |  |
| **A-9 Telephone contact details** |  |
| **A-10 Email contact details** |  |
| **A-11 Address (if different to the Address above)** |  |

### PART B: Questions

Please complete the questions below. See Section 1, Part F (*Evaluation of Quotations*) for details on the weighting and scoring criteria.

Quality Questions

|  |  |  |
| --- | --- | --- |
| **Question Number 1** |  | **Total for quality questions 100%** |
| 1. Please explain what your understanding is of when you have catered for varying dietary needs.
 |  | 25% |
| Potential Provider’s Response |
| 1. What would the key considerations be for you when creating a menu for the young people in our homes?

(Maximumwordcount: 250)  |  | 25% |
| Potential Provider’s Response |
| 1. How would you engage young people in learning to cook?

(Maximum wordcount: 250) |  | 25% |
|  |  |  |

|  |
| --- |
| Potential Provider’s Response |
| 1. What do you do to ensure you are creating best value for the home whilst ensuring that the young people receive an excellent service? 25%
 |

|  |
| --- |
| Potential Provider’s Response  |
| **PASS / FAIL Questions**  |  |
| 5) | The level of insurance required is | **PASS/FAIL****question. Potential Providers who answer ‘No - have not got cover and won't provide Trust’s level of cover’ will fail the RFQ process.** |
|  | Public liability £5m |
|  | Employerliability £10m |
|  | Professional indemnity/Negligence |
|  | Liability£2m |
|  | Can you confirm that your organisation has the required level of cover or is prepared to obtain the level of cover prior to award? |
| Potential Provider’s Response  |
| 6) | The Trust wishes to ensure that | **PASS/FAIL** |
|  | within your business or in its | **question.** |
|  | supply chain there is no | **Potential** |
|  | servitude or forced labour, | **Providers** |
|  | slavery human trafficking, | **who answer** |
|  | arranging or facilitating the | **‘No’ - will fail** |
|  | travel of another person with a | **the RFQ** |
|  | view that a person is being | **process.** |
|  | exploited or conducting any |  |
|  | activities that contain violation |  |
|  | of human rights. Please confirm |  |
|  | that your supply chain with |  |
|  | regards to this quotation response complies with the Modern Slavery Act 2015. |  |

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Potential Provider’s Response | **Yes**–in response to this quotation our supply chain complies with the Modern Slavery Act 2015**No**–in response to this quotation our supply chain does not comply with the Modern Slavery Act 2015 |  |
| 7) | The Trust wishes to ensure that within your business or in its supply chain that the processing of personal data and processes in relation to this contract are compliant with the requirements of the General Data Protection Regulations (GDPR) and Data Protection Act.Please confirm that you and your supply chain with regards to this quotation response comply with all applicable data protection legislation including but not limited to the General Data Protection Regulations (GDPR) and Data Protection Act. | PASS/FAILquestion. Potential Providers who answer ‘No’ - will fail the RFQ process. |
| Potential Provider’s Response | Yes–in response to this quotation ourselves and our supply chain comply with all applicable data protection legislation including but not limited to with the General Data Protection Regulations (GDPR) and Data Protection Act.No–in response to this quotation ourselves and/or our supply chain does not comply with all applicable data protection legislation including but not limited to with the General DataProtection Regulations (GDPR) and Data Protection Act. |  |

|  |  |
| --- | --- |
| The provider organisation must not retain any personal information after the final submission and should explain how they will ensure they have removed/destroyed data on completion of processing. | **PASS/FAIL****question. Potential Providers who answer ‘No’ - will fail the RFQ process.** |
| Potential Provider’s Response |  |

## SECTION 4: PRICING SHEET

### Pricing and Costs

**Table 1 Prices (prices should be exclusive of VAT)**

|  |  |
| --- | --- |
| **Monthly cost (£)** | **Cost (£)** |
| *salary costs* |  |
| *Travel* |  |
| *Subsistence etc* |  |
|  |  |
|  | **Total Costs (£):** |

## SECTION 5: FREEDOM OF INFORMATION & SIGNATURE AND DATE

Information in relation to this RFQ may be made available on demand in accordance with the requirements of the Freedom of Information Act 2000 (“The Act”) and your organisation details will be disclosed where the expenditure is over <£500 as per the Government Transparency agenda. Details of all contracts worth £5,000 or more in total value will also be published on the Trust’s website.

Organisations should state if any of the information supplied by them is confidential and commercially sensitive or should not be disclosed in response for the Information under the Act. Organisations should state why they consider the information to be confidential or commercially sensitive.

Please state here any specific information in this RFQ that you do not wish to be disclosed under Freedom of information Act. This will not guarantee that the information will not be disclosed but will be examined in the light of the exemptions provided in the Act.

**Declaration:**

I, the undersigned, hereby declare that the information provided is complete and accurate.

1. that the price in Section 4 is our best offer;
2. that no collusion with other organisations has taken place in order to fix the price;
3. to be subjected to the terms and conditions set out in Conditions of Contract identified in Appendix 1;
4. that no works/goods/supplies/services will be delivered or undertaken until both parties have executed the formal contract documentation as identified in Appendix 1 and an instruction to proceed has been given by the Trust in writing.

|  |  |
| --- | --- |
| **Name** |  |
| **Date** |  |

## APPENDIX 1: CONDITIONS OF CONTRACT

LGSS Legal Services’ (LGSS Law Limited) standard terms and conditions for the supply of services up to £100K are currently under review. These will be subject to review on award of the contract.