UNIVERSITY OF GLOUCESTERSHIRE
at Cheltenham and Gloucester

Catering Services

UOG/15/212/FAC

Document 1

Introduction, Supporting Information and Service Specification

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Contents

1.00 The University of Gloucestershire

2.00 Overview of the opportunity

3.00 Introduction

4.00 Service objectives

5.00 Procurement timetable

6.00 Procurement method

7.00 Form of contract

8.00 The facilities

9.00 Vending

10.00 Trading

11.00 TUPE

12.00 Service specification

13.00 Financial specification

14.00 Responsibilities

15.00 Contract management and staffing

16.00 Food safety, health & safety and Employer policies

17.00 Marketing

18.00 Consultation and contract management

19.00 Trading accounts/payments

20.00 Unforeseen circumstances

21.00 Sustainability

Appendix A Sales statistics example

Appendix B Sustainable Catering Policy and Targets 2012 – 2017

Appendix C Current catering tariff

Appendix D Current bar tariff

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1.00 The University of Gloucestershire

1.01 Promising a brighter future from a proud past, living and learning at the University of Gloucestershire is an education for life.

After nearly 200 years of teaching, we offer cutting edge facilities in inspirational locations, cradled by the rolling hills of glorious Gloucestershire. We are passionate about what we do, and practising what we preach.

Our motto, in spirit and in truth, means turning visions into reality, and in the 21st century we're setting our sights on improving life chances, challenging unsustainable thinking as well as reducing our environmental footprint.

We believe in education for all, not just in the classroom, but in how we live our lives.

No matter what they choose to study, helping our students become better citizens of the world is at the heart of what we do.

A Cheltenham landmark for nearly 200 years, Francis Close Hall is home to Education, Humanities and Sciences and houses the innovative Centre for Active Learning, which is constantly developing new education strategies. A 5 minute walk down the road is The Centre for Art and Photography - a thriving hub of creativity, with a dark room, a processing room, a Mac suite, the dedicated fine art studios, the sculpture yard and the fashion design and production studios.

Formerly a botanical garden, The Park also embraces the traditional and contemporary, from Regency villas to state-of-the-art labs. As well as giving a warm welcome to overseas students The Park offers the benefits of our partnership with INTO. The Park brings together student-professionals from a variety of specialisms, ranging from subjects like accounting and law right through to music and film production.

Our Faculty of Media, Art and Communications boasts industry standard studios and equipment, and guests such as journalist Sir Trevor MacDonald and Tony Wadsworth, former Chief Executive of music giant EMI.

One of the largest providers of sport and exercise programmes in the country, Oxstalls opened in 2002, minutes from the historic heart of Gloucester. At its core is an inter-professional approach to sport, health, and social care. 2014 brought the arrival of our new centre of enterprise, The Growth Hub, and in September 2015 our Performing Arts and Events Centre was completed.

We are proud of our achievements but we are constantly working to adapt to an ever changing world, and with your help, create a better catering service that meets our future requirements.

2.00 Overview of the Opportunity

2.01 The University of Gloucestershire ('The Employer') has the requirement for a single economical operator ('The Supplier') with relevant capacity, capability and experience to provide a fully managed catering service. The high level outputs for this service include, but may not be limited to:

- Catering management expertise
- Refectory meal/refreshment services for staff/students/visitors
- Coffee shop services
- Bar services
- Hospitality catering

2.02 The Employer currently has approximately 9,000 students and 1,000 staff.

3.00 Introduction

3.01 The Employer is seeking to appoint a Supplier with the relevant experience, competency and capacity to manage the provision of its catering and bar services for a four year period from 1 August 2016. This will be subject to a performance related review after two years. At its sole discretion, the Employer will have the option of extending the contract for further periods of one year up another three years from 31 July 2020.

3.02 The Employer currently provides catering and bars in its three main campus locations at The Park and Francis Close Hall in Cheltenham and Oxstalls in Gloucester. There is also a coffee shop at the Hardwick Centre and a bar at Pittville halls of residence. Conference and hospitality catering is also provided.

3.03 The current catering contract was awarded to Baxter Storey in August 2010 for a period of three years and has been extended to six years.

3.04 The Employer is currently progressing the development of a Student village at its Pittville site. The Supplier will be required to input to the design discussion that will progress through 2016 and will ultimately operate this new facility from September 2017.

3.05 This document also provides information on the current catering and bar service. Bidders will have the opportunity to access and view the services and locations currently on offer. We have provided detail on financial and service requirements. We welcome Tenders to continue to deliver an excellent, modern, and sustainable and value for money service that adds real value to the student experience at the University of Gloucestershire.

4.00 Service Objectives

4.01 The objectives of the service are as follows:

a) To deliver a high quality catering and bar service with no financial risk to the Employer.

b) To positively contribute to and assist in improving the student experience through this catering contract.

c) To deliver a service that will enhance the reputation of the Employer.

d) To constantly seek and respond to feedback from service users.

e) To actively work with the Students' Union to increase the use of the facilities and share the benefits of increased sales.

f) To fully understand and work towards enhancing a sustainable service that contributes to the Employer's sustainable goals.

g) To constantly review, refine, challenge, innovate and develop the service to the benefit of students, staff and visitors.

h) To provide catering vision and expertise through the design process for the new Pittville development.

i) To establish a positive understanding and working relationship between the Employer and Supplier that delivers the expectations of both parties.

j) To adapt service delivery to reflect the changes in the Employers requirements.

5.00 Procurement Timetable

5.01 The anticipated procurement timetable is as follows. It should be noted that this may need to be varied during the course of the tendering process:

Action	Deadline Date
Publish OJEU notice	30/11/2015
Deadline for seeking clarifications relating to the IFQS document	22/12/2015
Christmas break – Employer offices closed	25/12 to 03/03/2016
Deadline for requests to participate – submission of IFQS form	**06/01/2016**
Evaluation of IFQS forms complete	15/01/2016
Shortlisted Suppliers notified	15/01/2016
Site visits by Suppliers – accompanied	29/01/2016
Site visits by Suppliers – unaccompanied	29/01/2016
Deadline for return of tenders	**19/02/2016**
Shortlist Suppliers for interview	26/02/2016
Reference site visits	29/2 to 4/3 2016
Supplier presentations	21 - 24/03/2016
Easter weekend	25 to 28/03/2015
Tender evaluation complete	01/04/2016
Contract award notice issued	**08/04/2016**
End of 10 day stand still period	18/04/2016
Contract signed	30/04/2016
Mobilisation of selected Supplier complete	31/07/2016
Selected Supplier service start date	01/08/2016

6.00 Procurement Method

6.01 The procurement process for this requirement will be conducted as a 'Restricted Process' in accordance with Regulation 28 of The Public Contracts Regulations 2015.

6.02 Further information can be found in ‘Document 2 – Information for Qualitative Selection (IFQS)’ and ‘Document 3 - Invitation to Tender (ITT)’ documents which are contained in the online tender pack.

7.00 Form of Contract

7.01 The contract will take the form of a Deed of Agreement which ties together the Employers requirements published in the invitation to tender, the Suppliers offer contained in the returned IFQS and ITT documents, all clarifications made during the tender process and the Employers terms and conditions which can be found in the online tender pack.

Supporting Information

8.00 The Current Facilities

8.01 The Park

The Park, Cheltenham, is physically the largest of the campuses. Located in The Park district of Cheltenham, the estate dates from the 19th century and was originally designed as zoological, botanical and horticultural gardens. The Park brings together students from a variety of specialisms, ranging from accounting and law right through to music and film production, taking in computing and cyber security as well! It is also home to our partnership with INTO which supports overseas students pathway into UK universities.

The Park has the largest catering facility (c 180 covers) and was refurbished in 2011. There is a central food court within the Monk building with a variety of food service counters surrounded by formal and soft seating. One of the counters currently offers a Starbucks cafe style service.

Within the same building and adjoining the central counter is the student bar ‘Stag in the Park.’ This has a bar counter and a variety of seating areas with some pool tables. In addition the space provides a Starbucks branded coffee bar.

There is a kitchen with office and storage areas within the same location.

In the Elwes Reception area there is a cafe style counter with adjacent seating. This currently serves BaxterStorey’s Cheeki branded coffee.

8.02 Oxstalls Campus

The purpose built Oxstalls campus is located in Gloucester and opened in 2002. It offers a range of sports facilities including a floodlit all-weather pitch, fitness suite, and laboratory facilities for a range of disciplines including bio-assessment and a drumming laboratory.

2014 brought the arrival of our new centre of enterprise, ‘The Growth Hub.’ Our Performing Arts and Events Centre was completed in September 2015. The main refectory consists of a food counter separated into three sections. One section is branded as a Starbucks outlet. There is an attractive dining area that extends outside to a decked area overlooking the water feature. There is a fully equipped kitchen with storage and office.

There is a separate cafe/bar facility (refurbished 2011) at the other end of the building with a bar counter (the Ox Bar) supporting a traditional bar seating area with a pool table and a cafe counter offering Cheeki coffee. There is an outside seating area adjacent to the bar area.

8.03 Francis Close Hall Campus (FCH)

FCH is based in the restored historic buildings at Francis Close Hall, nearest to Cheltenham's town centre, and closest to the area of St Paul's which is popular for student housing.

The campus is also home to the Employer's Archives and Special Collections Department, the official repository for historic records. The campus has a mix of Humanities, Education & Public Service, Natural & Social Science and creative subjects such as art & design.

The main refectory area consists of a food court style arrangement with one hot food service counter. There is a separate Starbucks coffee bar within the same area. The dining area has been recently refurbished and there is a mezzanine seating area with a number 'computer pods'. Although the seating area has been upgraded, the kitchen and servery would benefit from refurbishment. The kitchen is open to the serving counter with very large storage areas and an office.

There is a separate bar facility upstairs in the adjacent building that has been recently completely refurbished. This incorporates a Starbucks branded coffee bar. It has a large serving counter with attractive seating areas, as well as a large screen provision.

8.04 Hardwick Centre for Art & Photography

The Hardwick Centre for Art & Photography includes a fashion course was opened in 2011and subsequently expanded in 2014. It is in close proximity to Francis Close Hall. The purpose built studios are home for students studying a mixture of creative subjects including Fine Art (undergraduate and postgraduate) and Photography degrees.

Hardwick has a pod style cafe situated within the reception area. It currently serves Cheeki branded coffee.

8.05 Pittville

Pittville is currently a student residence (214 rooms) with a small bar facility.
Building works will shortly commence to redevelop the site to an 800 bed student village. Works are scheduled for completion for the September 2017. The site will also include c120 central support staff. Catering facilities will include new kitchen and refectory and new bar facility. There will be the opportunity for a shop provision.

8.06 Photographs and plans of all of the catering and bar facilities will be circulated to the short-listed Suppliers.

9.00 Vending

9.01 The following vending machines are currently provided:

1 x hot drinks vending machine, link corridor at Park campus
1 x soft drinks vending machine, link corridor at Park campus
1 x combi snack vending machine, link corridor at Park campus
1 x bean to cup hot drinks vending machine, learning centre Park campus
1 x hot drinks vending machine, outside of the refectory at Oxstalls campus
1 x soft drinks vending machine, outside of the refectory at Oxstalls campus
1 x combi snack vending machine, outside of the refectory at Oxstalls campus
1 x soft drinks vending machine, main sports entrance at Oxstalls campus

1 x soft drinks vending machine, entrance to teaching centre at FCH campus
1 x combi snack vending machine, corridor in learning centre at FCH campus
1 x soft drink/snack combi machine, Hardwick campus
1 x hot drinks machine, Hardwick campus
1 x combi snack vending machine, Pittville bar area

These machines are supplied to the current Supplier on a royalty basis by Pelican Rouge vending services Ltd.

10.00 Trading

10.01 Example breakdown of current sales by outlet can be found in Appendix A.

11.00 TUPE

11.01 TUPE will apply to this contract. The catering staff are employed by the incumbent Supplier, Baxter Storey. Full details will be circulated to Suppliers shortlisted to tender. A summary of the staff levels is as follows:

33 permanent staff working 1,168 hours per week
18 casual/zero hours bar staff

12.00 Service Specification

12.01 Service

The Supplier will be expected to carry out the statutory responsibilities to all catering and bar services on behalf of the Employer and to adhere to all relevant legislation with regard to food and beverage provision and sale within a University.

The Supplier will be expected to employ best practice with regards to procurement, storage, production, presentation and serving of all food and beverage items.

The Employer requires a high quality catering service that offers students, staff and visitor's sustenance, nutrition and an enjoyable dining experience. The catering service must promote and encourage healthy eating.

The catering service must provide and demonstrate a value for money offer encouraging increased usage and reflect the ethos of the Employer.

12.02 Opening times

(a) The Park

- Elwes Reception
  Monday to Friday: 9.00 – 16.00
  Saturday & Sunday closed
  Out of term closed

- Refectory
  Monday – Friday: 8.00 – 17.00
  Saturday & Sunday: Closed
  Out of term: 8.00 – 16.00 closed Saturday & Sunday

- The Stag in the Park
  Monday to Friday: 09.00 – 23.00 incorporating a hot & cold food offer, Starbucks café and full bar service available from 12:00
  Saturday: 12.00 – 23:00 incorporating a hot & cold food offer, Starbucks café and full bar service
  Sunday: 09:30 – 23:00 incorporating a hot & cold food offer, Starbucks café and full bar service available from 12:00
  Out of term closed

(b) Oxstalls Campus

- Refectory
  Monday – Friday: 8.00 – 17:00
  Saturday & Sunday: Closed
  Out of term: 08.00 – 15.30

- Cheeki coffee bar
  Monday to Friday: 8.00 – 23:00
  Saturday & Sunday: 12.00 – 23.00
  Out of term: Closed

- Ox Bar
  Monday to Sunday: 12.00 – 23.00 incorporating a hot & cold food offer, Cheeki café and full bar service
  Out of term closed

(c) Francis Close Hall Campus

- Refectory
  Monday – Friday: 8.00 – 17.00
  Saturday & Sunday closed
  Out of term 08:00 – 15:30

- Bar
  Monday to Friday: 09:00 – 23.00 incorporating a hot & cold food offer, Starbucks café and full bar service from 12:00
  Saturday & Sunday: 12:00 – 23:00 incorporating a hot & cold food offer, Starbucks café and full bar service
  Out of term closed

(d) Hardwick Centre for Art & Photography

Monday – Friday: 8.30 – 15.30
Saturday & Sunday closed
Out of term closed

(e) Pittville

Monday to Sunday: 19:00 – 23.00
Out of term closed

12.03 Menus

Menus for all services must be presented and agreed prior to implementation.
The following must be considered with menu planning:

- Focus is to be given to healthy and nutritional dishes
- A good variety of textures, flavours and colours
- Seasonality
- Fresh food used in preference to frozen, dried or tinned.
- Freshly prepared food in preference to 'ready-made'
- UK farmed produce
- The use of fresh fruit and vegetables as often as possible
- Vegetarian and dietary requirements

The following requirements must also be met:

- Pricing structures for meals and individual items should be sympathetically priced towards healthier items.
- Students should be encouraged to make wise choices. Promotions and display of food should assist this
- Ensure that a full choice is available whatever time a student is served
- All items to be clearly labelled and priced
- Allergens must be catered for as per Food Standard Agency regulations
- Sauces, preserves, condiments and dressings must not be charged for separately, they should be included within the meal price

12.04 Food purchasing policy

The selected Supplier will be required to adhere to the Employers 'Sustainable Catering Policy and Targets 2014-2017' which can be found in Appendix C. Food provenance, quality and safety should be considered with all buying decisions.

12.05 Licensing

In the management of the Students' Union bars the Supplier is required to monitor and manage all aspects of the bar operation in respect to licensing including:

- Supply of nominated DPS at each bar location (Park, FCH, Oxstalls and Pittville).
- Training and refresh training of all DPS as required.
- Submission and maintenance of all licences on behalf of the Employer including DPS, extension of opening hours, special events etc.
- Regular attendance at local council night watch meetings.
- Liaison with licence officers during regular inspections.

Costs for all of the above are the Supplier's responsibility.

12.06 Staff Welfare

The bulk of bar staff finish work late at night and in order to protect the bar staff (the bulk of whom are currently students at the University) the Supplier is expected to pay for their transport home at the end of their shift.

12.07 Sky TV/BT Sports

As part of the management of the SU bars contract the Supplier is required to ensure that the provision of SKY TV and BT Sports are maintained at Park, FCH, Oxstalls and the new facility at Pittville bars respectively. It is the Supplier's responsibility to cover all related costs

12.08 Liquor supply

As part of the management of the bars the current Supplier purchases bar wet stock (alcoholic and non) from the Students' Union nominated Supplier NUSL. It is anticipated that this will continue to be the case unless it is financially beneficial to change.

12.09 Water machines

The caterer is required to provide water dispensing machines on each of the main campuses as follows:

1 x carbonated/still mineral water machine in Park refectory*
1 x carbonated/still mineral water machine in Oxstalls refectory*
1 x carbonated/still mineral water machine in FCH refectory*
1 x still water machine at Hardwick

*These are currently operated under a month by month hire agreement with Supercups vending services of Moat Way, Orbital Park, Ashford, Kent, TN24

12.10 Service delivery

It is vital to the smooth running of the University, and the viability of the contract, that service is provided at the times prescribed. To this end, the Supplier must ensure that the service commences on time and ensure that all service points are open and adequately manned throughout the service period, or for as long as is required, to ensure a fast and efficient service of meals to students, staff and visitors. If there are staff shortages, it is the Employer's expectation that the Supplier will resolve such issues and service will not be affected.

12.11 Alteration to opening times

Where the Employer requires a variation in service times this will be agreed with the Supplier at least 48 hours in advance. Any planned permanent changes in opening hours should be notified to the Supplier at least 8 weeks in advance. The Employer requires the catering provider to be responsive and flexible to any changes in the day structure which are needed.

12.11 Hospitality catering

The Supplier is to discuss any aspect of any catering requirements with potential bookers of hospitality at the Employer and assist them with any special requests ensuring that these are accommodated. Suppliers should always be prepared to tailor or create menus to suit budgets or special occasions accordingly. Hospitality request vary from simple tea and coffee, to conference provision, as well as Vice Chancellor private dinners.

The Supplier must provide (and keep up to date) a priced hospitality brochure. Hospitality Booking Forms, containing the detail expected from the Employer for internal processing, must be made available.

It is expected that there is a sustainable range to showcase the Employer and Supplier's credentials.

Service times during normal working hours for hospitality are between 8.00 – 17.00 Monday – Friday at all campuses and all prices quoted in the brochure are to be per person unless otherwise stated.

If an event requires bespoke equipment then the Supplier may pass on the cost to the department booking the event, however procured at an economic rate.

Large events (100 covers or more) and those falling outside of normal working hours may incur an additional labour charge to the Employer and any additional costs will be calculated and agreed prior to events.

The Supplier does not have exclusive rights to cater for hospitality catering.

12.12 Open day and applicant day service schedule

Open days
The Employer operates a total of five Open days (predominantly on weekends) throughout the year and the caterer will supply the following provisions on each of those days for a maximum of five days without charging the Employer for labour: -

Park campus – refectory to be open from 8am-4pm on each day incorporating hot counter, grab and go range as well as Starbucks counter.

FCH campus – refectory to be open from 8am-4pm on each day incorporating hot counter, grab and go range as well as Starbucks counter.

Oxstalls campus – refectory to be open from 8am-4pm on each day incorporating hot counter, grab and go range as well as Starbucks counter.

The ability to open campus refectories on these days without charging for labour is provided that the Employer continues to supply staff working on those dates with vouchers to exchange for goods at each refectory and that the Employer continues to promote the fact that these areas are open to all visitors on each day.

As well as this the Supplier will continue to supply the Employer with any additional catering/hospitality booked on each day in line with costs as featured in the Hospitality brochure at that time.

The opening of additional areas such as coffee outlets (particularly at Hardwick campus) can be arranged if required on all open days however the opening of these areas will incur a labour charge.

This arrangement is applicable up to a maximum of five open days in total and thereafter only upon mutual agreement between the Supplier and organisers of any additional open days.

Applicant days
Over the last academic year the Employer ran a total of twenty applicant days across all campuses on various dates-

During all applicant days that occur on weekdays the relevant campuses catering facilities will remain open as normal offering visitors the full use of all catering facilities during term time without the need to charge the Employer for labour costs incurred.

It is understood that some of the applicant days (two during the last year) will take place at weekends and on these days the Supplier will supply the following provisions for a maximum of two weekend days without charging the Employer for labour: -

Park campus – refectory to be open from 8am-4pm on each day incorporating hot counter, grab and go range as well as Starbucks counter.

FCH campus – refectory to be open from 8am-4pm on each day incorporating hot counter, grab and go range as well as Starbucks counter.

Oxstalls campus – refectory to be open from 8am-4pm on each day incorporating hot counter, grab and go range as well as Starbucks counter.

The ability to open campus refectories on these days without charging for labour is provided that the Employer continue to supply staff working on those dates with vouchers to exchange for goods at each refectory and that the Employer continue to promote the fact that these areas are open to all visitors on each day. As well as this the Supplier will continue to supply the Employer with any additional catering/hospitality booked on each day in line with costs as featured in the Employer hospitality brochure at that time.

The opening of additional areas such as coffee outlets (particularly at Hardwick campus) can be arranged if required on all open days however the opening of these areas will incur a labour charge.

This arrangement is applicable up to a maximum of twenty open days in total and thereafter only upon mutual agreement between the caterer and organisers of any additional applicant days.

13.00 Financial Specification

13.01 The Employer wishes to receive tenders that equate to a nil operating cost catering service. The Employer does not expect to underwrite any service and that includes the input VAT cost.

13.02 Tariff

Tenderers are required to submit their own tariff effective from August 2015 which will, apart from in exceptional circumstances, only be reviewed once a year in July.

The tariff increase will be subject to negotiation between the Employer and the Supplier and should take into account actual food prices and tariffs charged in other similar establishments.

Prices must offer real value for money to students with ‘entry prices’ and ‘meals deals’ offering great value on healthy meals and snacks.

The current catering and bar tariff is attached as Appendix C and D.

13.03 Cashless catering

All refectories offer contactless payment technology. Each outlet also offers cashback facility with no minimum spend. Cash machines are provided at Park, FCH and Oxstalls by the Students’ Union.

14.00 Responsibilities

14.01 Heavy and small equipment including pat testing

(a) The Employer will be responsible for the provision, and replacement, of the existing heavy and small equipment.

(b) The Employer will be responsible for the regular servicing and repair of all heavy and small equipment.

(c) The Employer will be responsible for Portable Appliance Testing.

(d) The Supplier will be responsible for reasonable care in accordance with manufacturers instructions and for supplying consumables such as water softeners. Breakdown due to lack of reasonable care will be chargeable to the Supplier.

(e) The Supplier on site will be responsible for reporting all breakdowns directly to the Employer on the same working day.

(f) Prior to the commencement of the contract the Employers authorised officer will agree the handover of all equipment and agree an inventory.

(g) Suppliers are to familiarise themselves with the equipment and advise in their tender documents any matters which would prohibit them from providing a catering service.

(h) The Employer will not be responsible for the cost of the loss of foodstuffs due to utility or equipment breakdown.

14.02 Light equipment

(a) The Employer will supply the initial stocks of light kitchen equipment which includes serving dishes, serving utensils, cooking pans, bins, crockery and cutlery. The Employer expects that on-going costs and replacement of such items are met by the Supplier. Prior to the commencement of the contract the Head of Facilities or their nominated officer will agree the handover of all equipment and agree the inventory.

(b) It will be the Supplier's responsibility to replace this equipment like for like as required and provide any additional equipment required to meet the needs of the service. Any change in style of front of house items should be agreed with the Head of Facilities.

(c) The Supplier should budget for at least £20,000 per annum for equipment purchase and identify this in their tender submission.

14.03 Disposables

It is anticipated that the use of disposables will be limited. It is expected that crockery and stainless steel cutlery will be used. China cups/mugs should be offered as the default as opposed to take-away cups. The Employer expects that polystyrene boxes and plates will not be used. The Supplier should conform to their environmental policy, and the Employer sustainability policy with regard to use of disposals.

14.04 Utilities

(a) The Employer will be responsible for the provision and cost of utility services (gas, electric, hot and cold water, drainage etc.) and the maintenance of those services.

(b) The Supplier will instruct staff in the economic use of the Employer's utilities and will ensure that staff co-operate in the Employer's energy conservation policy, where applicable.

14.05 Disposal of oil

The Supplier must not discharge any grease into the drains. If the drains become blocked or in need of cleaning due to the Suppliers actions the Supplier will be responsible for rectifying the problem at their own cost. The Supplier must provide safe storage and make their own arrangements to send all used oil for recycling. Transfer notices to be made available to the Employer.

14.06 Fire/fire appliances

(a) The Employer will be responsible for the provision and maintenance of firefighting appliances and detection and alarm systems. It will be the responsibility of the Supplier to draw up and agree with the Employer a suitable policy of fire precautions and evacuation procedures and recovery action in case of fire. The Supplier will conduct risk assessments, made available to the Employer, to minimise any risk to facility or individual.

(b) The Supplier should immediately report to the Employer estates helpdesk any problems with the equipment supplied.

(c) The Supplier must train their staff as to the appropriate action to take in the event of discovering a fire or hearing a fire alarm sound.

(d) The Supplier should ensure that kitchen premises are not left in a way that could prove a risk in terms of starting a fire or hindering the designated means of escape from catering and adjacent areas.

14.07 First aid

The Supplier must provide and maintain suitable First Aid equipment for minor injuries and ensure they employ at least one member of staff holding a current First Aid certificate per site.

14.08 The fabric of the building

Physical maintenance of the structure, fabric and finishes of the kitchen, stores, dining room, and any associated areas shall be the responsibility of the Employer. The Supplier should promptly report and confirm in writing to the Employer any problems. Suppliers are to familiarise themselves with the kitchen, bar and dining areas and advise in their tender documents any matters which would prohibit them from providing a catering service. The Supplier shall not modify or alter any part of the premises without prior written permission of the Employer.

14.09 Cleaning

(a) The Supplier shall be responsible for all cleaning in the kitchens, stores, bars and associated areas, including all equipment on a scheduled basis up to a height of 2 metres. Annual deep cleaning is the responsibility of the Supplier and should take place out of term times.

(b) Staff toilets, changing area, catering office and associated areas - the Supplier will be responsible for the cleaning of these areas and an annual deep cleaning is the responsibility of the Supplier and should take place out of term times.

(c) Ventilation system - the Supplier will be responsible for the regular cleaning and servicing of the inside of the extraction canopies. Extraction fans and plenum chamber are the responsibility of the Employer.

(d) Dining & bar furniture - the Employer will be responsible for the provision and repair and maintenance of the dining and bar furniture.

(e) Dining room & bar cleaning - the Supplier's staff should clean up spillages immediately. The Supplier will be responsible for sweeping and spot mopping the floors during service. The Supplier will be responsible for thorough cleaning (vacuum and mopping) of the floor and for dusting the entire area at the end of the day, apart from shared areas (Hardwick, Park reception) which will be the responsibility of the Employer and an annual deep cleaning is the responsibility of the Supplier and should take place out of term times.

(f) Rubbish disposal - the Supplier will be responsible for ensuring that all kitchen, bar and dining room refuse is regularly removed from the catering area. Cardboard boxes should be folded down and put with the recycling and general waste bagged and put in the rotary compactor. Food waste should go into the food waste disposal either in the kitchen or in the wash-up area.

(g) Window cleaning - the Employer is responsible for cleaning of the windows externally and the caterer will be responsible for the internal.

14.10 Telephones

The Employer will be responsible for the cost of a telephone line and external calls will be charged to the Supplier. The Supplier will implement management controls to ensure external calls are restricted to business use.

14.11 Pest control

The Supplier shall be responsible for keeping the kitchen and associated areas in a satisfactory state. The Employer shall institute a regular programme of pest control to ensure that the premises are free from infestation by pests and vermin.

15.00 Contract Management and Staffing

15.01 The Supplier shall be responsible for all staffing costs however incurred.

15.02 All staff should complete a medical questionnaire prior to commencement of work and the Supplier must ensure that the staff are fit and capable of carrying out the tasks assigned to them, without any risk to food safety and health & safety.

15.03 The Supplier shall employ only such persons as are skilled, honest, experienced, polite, courteous and considerate at all times and suitably qualified in the work which they are to perform. The Supplier must ensure all staff are instructed in the relevant policies, rules and procedures and standards required by the Employer.

Training

15.04 The Supplier shall be responsible for ensuring that there are sufficient adequately trained and qualified staff to operate the service to the contract standard at all times and to ensure that queues are kept to a minimum. This will require that all staff are multi-skilled and in particular are able to operate tills. Staff should be aware of the dishes on offer and be able to advise customers and to promote healthy eating options, all staff to be up to date with current guidelines in regards to allergens.

15.05 The Supplier shall maintain accurate records of all employees and sub-Suppliers who are, or who are to be, engaged in connection with the provision of the service. These records are to be kept at the Employer and be made available for inspection as required.

15.06 The Supplier should inform the Employer promptly and confirm in writing any instances or activity on the part of the Employer which may prevent or hinder the Supplier from complying with the contract or that could be a danger to the students and staff at the Employer.

15.07 The Supplier shall supply all staff with suitable uniform, which should be worn at all times. Uniform to be agreed with the Employer.

15.08 All monies or lost property found by the Supplier's staff on the premises must be handed to the Authorised Officer or their nominated officer as soon as possible and obtain a receipt.

16.00 Food Safety, Health & Safety and Employer policies

16.01 It is the Supplier's responsibility to ensure that they comply with all aspects of Food Safety, Food Hygiene, and Health and Safety Legislation, this is to include all regulations in regards to allergens.

16.02 The Supplier must report immediately and confirm in writing to the Employer any accidents or dangerous occurrences or situations that may be a risk to anybody on the Employer premises.

16.03 The Employer also reserves the right to monitor performance within the contract at any time.

16.04 The Supplier shall allow the Employer's authorised officer unhindered access to the kitchen for the purpose of examining, testing, monitoring or anything else in connection with the contract.

16.05 The Supplier shall give all reasonable assistance required.

16.06 The Supplier will be responsible for securing the kitchen and bars at the end of the Employer day.

16.07 The Employer will not accept responsibility for any valuables or money belonging to the Supplier or his staff.

17.00 Marketing

17.01 To increase uptake the Employer wishes the Supplier to effectively promote the service to students and staff. Marketing campaigns, using all media available will be subject to approval of the Employer.

17.02 The Supplier will be required to label and price all items displayed and to prominently display menu boards and tariffs in a professional manner.

17.03 It is also required that healthier products be identified and promoted.

17.04 The Supplier will be expected to provide a website/webpages promoting the catering and bar service to which the Employer can link from its own website.

17.05 The Supplier is expected to use multiple forms of social media to help market the facilities.

17.06 The Supplier will carry out monthly market research with students to ascertain the standards of service being provided and to ensure that the product range meets the needs of the customers, within the context of the Employer's healthy eating policies with quarterly feed back to the Employer.

18.00 Consultation and Contract Management

18.01 In addition to the day-to-day contact between the on site manager and the Employer, there will be a monthly meeting attended by the Supplier's senior management team at which they will present and discuss:

- Food and beverage standards
- Financial performance
- Uptake of each service
- Marketing and planned initiatives
- Service development
- Customer engagement
- Health & safety
- Staffing and training
- Sustainability matters surrounding the offer
- Compliance reporting
- Equipment related reports
- Development plans and proposals
- Any other relevant issues

19.00 Trading Accounts/Payments

19.01 Invoicing

The Supplier will supply to the Employer on a monthly basis (no longer than 14 days after the end of each month) an analysis of sales that have been made during that period together with cumulative sales and year to date statistics.

These shall be broken down into:

- Number of trading days
- The gross sales broken down into staff and students
- Sales from hospitality
- Food and beverage costs
- Labour costs
- Breakdown of all sundry costs

The Supplier will also provide an annual forecast of sales and expenditure to the Employer each year and clearly show any payment that the Employer can expect to receive.

19.02 VAT

Catering - the Supplier will act as Principal for the sale of ingredients and supplies to the Employer, but as Agent for the preparation and the sale of food and drinks to refectory and café customers. The arrangement is structured in this way to ensure that the Employer will remain the seller to the students, so that all student sales can be made VAT free under a VAT exemption applicable to education providers.

VAT is to be charged on all staff and public sales.

The Employer is unable to reclaim input VAT so this should be considered in the tender response for the provision of a nil cost operation to the Employer.

19.03 Bars

It is anticipated that the Supplier will act as principal with the bar operations.

20.00 Unforeseen Circumstances

20.01 Emergency feeding

The Supplier may be required at short notice to provide prepared meals, beverages, light refreshments, raw food and ingredients in response to emergency situations on request of the Employer.

The Supplier will be reimbursed for any additional expenditure incurred on receipt of the appropriate invoices and receipts with full details of costs incurred. The Supplier will also be expected to provide an alternative service in the event of power failure.

20.02 Kitchen closures

The Employer may require the closure of the kitchens, bars or dining rooms in respect of any hazard arising, which could cause injury or harm to customers or staff. The areas will remain closed or part closed for the minimum period of time. An alternative service will be required.

20.03 Inclement weather

The Employer may close due to inclement weather, the Supplier will be required to suspend the service and reduce the costs to a minimum.

20.04 Loss of earnings

The Employer will not accept any claim for lost earnings from the Supplier.

21.00 Sustainability

21.01 The Employer has pursued an environmental sustainability strategy since 1993, and was the first English University to meet the ISO 14001 environmental management standard. In the People & Planet Green League 2008 published by the Times Higher Education, it was ranked as the greenest University in the UK. The University is the only UK institution to be consistently ranked in the top five of the league since its inception in 2007. The Employer is also a regular winner at the EUAC Green Gown Awards, winning the award for Continuous Improvement in 2008 and 2012. RCE Severn is a Regional Centre of Expertise (RCE) in Sustainability Education based at the University.

Great improvements have been made with sustainable catering within the last few years and the Sustainable Catering Policy and Targets 2014-2017 is included as Appendix B.

Appendix A – Sales by Outlet Example

A.1 Weekly Sales – October 2015 (term time)

	Park	FCH	Oxstalls	Hardwick	Pittville	Total
Catering						
Cash	£ 14,117.00	£ 9,088.00	£ 5,279.00	£ 866.00		£ 29,350.00
Hospitality	£ 2,065.00	£ 1,884.00	£ 1,208.00			£ 5,157.00
Vending	£ 667.25	£ 17.25	£ 188.70	£ 34.81	£ 5.25	£ 913.26
Sub-total	£ 16,849.25	£ 10,989.25	£ 6,675.70	£ 900.81		£ 35,415.01
Bar						
Liquor	£ 605.00	£ 1,923.00	£ 701.00		£ 158.09	£ 3,387.09
Food	£ 375.00	£ 165.00	£ 319.00			£ 859.00
Sub-total	£ 980.00	£ 2,088.00	£ 1,020.00	£ -	£ 158.09	£ 4,246.09
Total	£ 17,829.25	£ 13,077.25	£ 7,695.70	£ 900.81	£ 158.09	£ 39,661.10

A.2 Annual Sales – 1 September 2014 to 31 August 2015

	Park	FCH	Oxstalls	Hardwick	Pittville	Total
Catering						
Cash	£ 415,641.00	£ 213,872.00	£ 186,555.00	£ 16,064.00		£ 832,132.00
Hospitality	£ 88,521.00	£ 58,698.00	£ 93,142.00			£ 240,361.00
Vending	£ 26,205.00	£ 1,180.00	£ 9,743.00	£ 2,912.00		£ 40,040.00
Sub-total	£ 530,367.00	£ 273,750.00	£ 289,440.00	£ 18,976.00		£ 1,112,533.00
Bar						
Liquor	£ 37,445.00	£ 79,993.00	£ 19,118.00		£ 9,805.00	£ 146,361.00
Food	£ 13,614.00	£ 1,932.00	£ 7,641.00		£ 179.00	£ 23,366.00
Sub-total	£ 51,059.00	£ 81,925.00	£ 26,759.00	£ -	£ 9,984.00	£ 169,727.00
Total	£ 581,426.00	£ 355,675.00	£ 316,199.00	£ 18,976.00	£ 9,984.00	£ 1,282,260.00

Appendix B - Sustainable Catering Policy and Targets 2012 – 2017

Sustainable Catering Policy and Targets 2014-2017

Introduction

The Employer is committed to embedding sustainability across institutional frameworks, processes and activities. In line with this ambition, the Employer's Strategic Plan articulates the vision and actions to be implemented between 2012 and 2017.

Sustainable Catering

Providing healthy, Fairtrade, seasonal and local food for staff, students and visitors is an important aspect of the Employer's drive to be a more responsible institution. Our catering outlets, services and products provide windows into the institutional culture and practices and must reflect the Employer's sustainability values.
Catering can help bring sustainability alive at the Employer. Food issues have the potential to engage individuals and groups from all areas of the Employer, regardless of background and interests, and help translate the often ambiguous term 'sustainability' into a meaningful and practical concept.
This policy thus applies to the Employer refectories, coffee shops, vending machines and bars as well as catering provided at outreach events, staff meetings, training seminars and workshops.

Objectives

The policy establishes clear goals and aspirations for progress in this area for the period 2014-2017 as well as targets that can assist in monitoring its implementation.
This aim is to create a framework where all catering decisions are based on strong ethical, social and environmental responsibility principals and delivers progress against the following key objectives:

- Ensure that all Employer catering offerings meet current best practice benchmarks, standards and certification
- Promote social justice and equity through widespread availability and use of Fairtrade products
- Enhance the welfare of animals and a sustainable agricultural environment through the use of free range and organic products
- Support a vibrant local economy, strengthen community links and reduce food miles by using local and seasonal products
- Minimise environmental impact and resource use by reducing waste, rationalising transport and cutting consumption of energy and water
- Promote equality and diversity by expanding the range and cultural variety of all Employer menus
- Create a ethos of healthy eating and optimum nutrition by promoting healthy foods and avoiding the promotion of unhealthy options
- Enhance student and staff engagement with regular and appealing communication on sustainable food issues

Significant progress has been made in many of these areas since the publication of the previous Sustainable Food Policy in 2011-2013 including the following notable achievements:

- Employer caterers awarded the Soil Association Food for Life bronze award accreditation
- Employer received full marks in the 2013 Green league in the Sustainable Food section
- 118% increase in Fairtrade goods sold

- 32% reduction in packaging and disposables

This revised policy aims to build on this excellent work and further expand the scope, range and reach of sustainable catering provision, setting challenging targets in an increasing number of areas.

Responsibility

The Sustainable Catering Policy has been developed by the Sustainability Team in collaboration with the Employer caterers under the direction of the Sustainable Development Committee. The policy is closely linked to the Fairtrade Statement and informed by policies and action plans developed by other Universities.

Reporting and Monitoring

Progress against the policy objectives and action plan targets will be reported to the SDC three times per year in the form of a written update paper, with a representative from the Employer caterers attending at least one SDC session to provide a verbal update and answer questions from the committee. The highlights, key issues and recommendations from these reports will be included in the bi-annual reports made from the SDC to the Executive Committee.

Timeframe

To bring the Sustainable Catering Policy in line with the Employer Strategic Plan the actions and targets in the policy will be established across the 3 years until 2017. The individual actions and targets will be reviewed and updated annually and the whole policy will be subject to review in 2017.
The Sustainable Development Committee reserves the right to review and amend the policy and/or targets at any time during this period if more information or additional options become available.

Sustainable Catering Action Plan

Area	Target	**Date**	**Current Status**
Benchmarking and certification	Employer caterers to achieve Silver Food for Life catering accreditation Employer caterers to achieve Gold Food for Life catering accreditation	May 2014 July 2016	Gold achieved July 2014
	Employer caterers maintain ISO accreditation	To be renewed in August 2016	Achieved Feb 2014
	All fish purchased from MSC certified Supplier	Maintained in 2014-17	Achieved in 2011
	All tuna used to be pole or line caught only	To be maintained during 2014-17	Achieved April 2013
	Use of rapeseed oil only in frying and food production due to its nutritional benefits and its UK production.	Maintained in 2014-17	Achieved June 2013
	Join Red Tractor assurance or compassion in world farming schemes.	Maintained in 2014-17	Achieved in 2011
Fairtrade	Fairtrade statement will be reviewed and updated and resubmitted to FTC.	July 2014	Fairtrade status awarded again in Sept. 2014
	Achieve at least 50% Fairtrade sales on goods that have a Fairtrade alternative – chocolate, coffee, tea and fruit	July 2015	Achieved (excluding hot drinks)
	Increase the use of Fairtrade ingredients in food preparation to 15%	July 2015	Currently 10%
	Achieve a 10% year on year increase in total Fairtrade sales	To July 2017	3.8% increase in 2014-15
	Ensure that a good and varied range of Fairtrade goods are available at all Employer outlets	July 2014	Achieved

Area	Target	Date	Current Status
Free range and organic	Provision of organic eggs in all Employer catering Specify free range, organic, freedom foods and Defra certified eggs from our main Supplier in products containing eggs as a main ingredient such as mayonnaise, quiche, flans, cakes etc. Increase year on year use of free range and organic items such as vegetables, meat, fruit and juices. All milk in coffee outlets and used in cooking to be organic	Maintained to 2017 July 2015	100% organic, freedom foods and Defra certified eggs achieved 2012 Not achieved (cost prohibitive)
Local, seasonal and fresh	Reduce the food miles associated with food transport and support the local economy by ensuring that local produce accounts for 20% of ingredients in all menus Ensure that at least two items of seasonal produce are available on all menus throughout the each academic year. Assist in the establishment of new as well as in the expansion of existing opportunities for students and staff to grow our own food on site	July 2015	61.5% achieved Achieved Achieved – herb planters, salad garden, allotments, edible garden.
Healthy food	Include the positive promotion of healthy food, healthy eating options and benefits at least once a week during term time – including reduction in red meat, high fat, high sugar and processed foods in line with Dept. of Health guidelines No promotion of non-healthy foods including soft drinks, high sugar foods, high salt foods, high fat foods and highly processed food.	July 2014	Achieved
Diversity and Choice	Ensure that 70% of offerings at the refectories are vegetarian, vegan, gluten free, kosher or halal	July 2015	79% Achieved in 2015
Waste	Separation of 80% of all biodegradable waste incl. food waste and waste cooking oil from main waste stream. Packaging - reduce sales of bottled water by at least 85% against a 2009 baseline. No disposables or plastic utensils for use in events, forums and conferences. Non-disposable options available and clearly advertised for all takeaway food at Employer outlets	July 2017 July 2015 July 2014 July 2014	Approximately 75% of food waste diverted Currently available Achieved June 2013

Area	Target	Date	Current Status
	All waste/used oil to be collected and used in the production of bio fuel. Volume and cost of food wastage to be recorded weekly, monitored and reduced year on year	Maintained to July 2017 March 2014	Achieved Achieved
Energy and water consumption	Set up monitoring and reporting of energy use and water consumption in refectory and kitchen areas to establish baseline position Reduce electricity and gas consumption in the catering areas by 20% assisted by EndoCube installations Always purchase A-rated, high efficiency appliances and equipment for catering purposes Reduce water consumption in the catering areas by 20%	July 2014 July 2016 July 2016 July 2016	Underway Not achieved Achieved Not achieved
Communication	Clear labelling and regular promotion of sustainability offerings with a focused and positive message Monthly staff and student news updates on key sustainable catering highlights Catering staff fully briefed on the food being served and background to sustainability issues Commitment to sharing best practice with other (public sector) organisations	July 2014	Achieved
Cleaning products	Continue to ensure that only environmentally friendly cleaning products are used in the catering facilities	Maintain during 2014-17	Achieved
Transportation	Continue to minimise transport impacts and deliveries through efficient ordering and stock control	Improve during 2014-17	Achieved
Procurement and Suppliers	Ensure that local and smaller Suppliers are not discriminated against in the procurement process and in specifications. Always include sustainability specifications in new supply contracts and tenders	Maintain during 2014-17	Achieved Achieved
Events and corporate catering	Always promote the sustainable menu for meetings and events. 5% of meeting and event catering requests choosing sustainable menu Incorporate sustainability features (free range eggs, organic milk) in all menu offerings	Continue to promote during 2014-17	Achieved

Appendix C- Current catering tariff

Please see the following document which is contained in the tender pack:

Document 1 - Appendix C - Current catering prices

Appendix D- Current bar tariff

Please see the following document which is contained in the tender pack:

Document 1 - Appendix D - Current bar prices