

Market Engagement

For the provision of

Catering Services

(This is not a call for competition)

**Market Engagement Information Pack**

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# 1. Introduction

Thank you for agreeing to take part in our market research and expression of interest request. We greatly value your interest in this project and appreciate the efforts that you are undertaking to be part of the process.

Onward is currently seeking market input and information regarding catering services.

The purpose of this engagement is to enable key business stakeholders to engage with suppliers operating in the catering market in order to be better informed as to our future requirements and to help us shape our proposal for a potential formal tendering process.

# 2. Onward

**2.1 Background**

Onward Group Ltd is one of the largest registered providers of social housing based solely in the North West of England with 38,000 homes across Greater Manchester, Cheshire, Merseyside and Lancashire. Formerly known as Symphony Housing Group, we rebranded to Onward in April 2017 and now operate as a single organisation under one common board.

Onward is as a not-for-profit organisation, committed to the regeneration and sustainability of the North West region, with a primary focus on making a positive difference in the communities we serve.

**2.2 Information about Onward Group Limited**

Details about Onward and its subsidiaries, including their legal status, are shown below:

| **Name** | **Legal Status** | **No of homes owned/ managed** | **Purpose/ area of activity** |
| --- | --- | --- | --- |
| Onward Group Limited  (OGL) | Registered Provider No. L4649.  Non-Charitable Community Benefit Society  FCA No. 31216R | Non-stock-holding | Group parent. |
| Onward Homes Limited  (OHL) | Registered Provider No. LH0250  Non-Charitable Community Benefit Society  FCA No. 17186R | Owns and manages 31,208 homes across the North West. | The society provides general needs, sheltered and supported housing accommodation at affordable rents to those in housing need and providing low cost home ownership and associated facilities, amenities and services. |
| Contour Property Services  (CPS) | Non-Charitable Community Benefit Society  FCA No. 23975R | Leasehold management of 3,979 properties. | Providing housing and leasehold management services to other members of Onward Group  Limited. |
| Onward Repairs Limited  (ORL) | Private Limited Company  CO No. 03538264 | Non-asset-owning | Employs 70+ FTE staff to undertake a range of repairs and maintenance service in Lancashire. |

*Additional information is available at* [*www.onward.co.uk*](http://www.onward.co.uk)

# 3. Background

Onward Homes Specialist Living Team manage 4 Housing with Care schemes with onsite catering provision in Liverpool, Manchester, Stalybridge and Hattersley. Additionally, we have a catering provision within the May Logan Centre in Liverpool. Onward is exploring opportunities for a catering business (with the necessary insurance and health and safety & food hygiene certificates in place) to take on the management and delivery of a café/meal service at these sites.

# 4. Project

This is a soft market testing at this stage. We would like to seek market input and guidance to develop the procurement strategy for this service.

# 5. Market Test

**5.1 General**

Onward Group (Onward) are undertaking market research to consult with potential suppliers. At this stage we are undertaking preliminary market engagement. This will not be defined as negotiation and any future tender process will remain an open competitive process.

Involvement in this pre-market engagement exercise will not preclude a participant from participating in any future tender process.

**Onward Homes are committed to social impact and social value. We are seeking innovative thinking and collaboration working during this market testing in order to explore who we best support our communities, business and people.**

**5.2 Objectives**

The primary objectives are:

* To share information in relation to this potential opportunity;
* To identify solutions which provide value for money;
* To determine that the requirements can be provided by participants that are familiar with similar requirements;
* To ensure that the requirements are correctly aligned with current and best practice, which are proven and affordable;
* To obtain timelines for procurement and service delivery;
* To gain an insight into potential commercial arrangements;
* To validate budgets;

**5.3 Subsequent Actions**

As a result of this Preliminary Market Consultation, Onward will review and may revise budgets, the contents of the technical requirements and the in-scope services prior to the possible issue of any Tender or Requests for Quotations.

Participants in this Market Consultation will be notified when any subsequent Contract Notice or Request for Quotation is issued.

**5.4** **Requirements**

Onward is looking to engage the market to better inform its strategy in relation to catering.

As Onward is reviewing its requirements, we are looking at what is available in the market. Please provide any solutions or services information that you think Onward may find relevant in Appendix 1.

**5.5 Budgetary Costings**

Onward is looking for participants to provide information in regards to any commercial models that they currently operate to further refine the strategy. Participants are welcome to provide any initial pricing for any solutions they propose as well as standard pricing for items such as letters and delivery costs. Participants can also provide information on any external funding or models deployed to further develop the long-term sustainability of their organisation.

Onward accepts that these costs are indicative only at this stage and in no way constitute a formal proposal.

**5.6 Soft Market Test Process**

Following this initial process, Onward may proceed with a further soft market test including a workshop. Respondents to this initial exercise will be contacted if there is further engagement.

**5.7 Disclaimers**

This Market Consultation places no onus on Onward to subsequently issue a Tender for any or all of the scoped items described in this document, nor does it place any onus on Onward to invite those participating in the Preliminary Market Consultation to subsequently bid for such services, notwithstanding any requirements of the Public Contracts Regulations 2015.

Neither this document nor any of the associated engagement activities comprise any part of any procurement exercise and participation does not imply intention or commitment by Onward to take up the services and thereby engage Regulation 41 of the Public Contracts Regulations or to include or exclude Participants from a future procurement. No information provided in the response to this exercise will be used in any evaluation of any subsequent competitive procurement exercise.

No information provided either by Onward or the Participant at this market engagement stage will constitute a response to any Tender, which may subsequently be issued, nor does it bind Onward or any Participant to contracting for supply at a price or specification discussed during the Market Consultation.

**5.8 Participants Costs**

Onward will not reimburse any costs incurred by Participants during Market Test whether or not Onward decides to proceed with the Tender or whether or not the Participant chooses to participate in any Tender issued.

**5.9 Project Confidentiality**

At this early stage of such a project, confidentiality is vital to ensure expectations and marketplaces are managed effectively. Therefore:

* All Participants must treat all information supplied by Onward in connection with this pre-market engagement process as confidential (and shall ensure that their employees, consultants, subcontractors, advisers, insurers and funders shall treat documentation supplied in relation to this Preliminary Market Consultation Document as confidential).
* No Participant should disclose that it has been invited to pre-market engagement in relation to this project or release details of this document (and all the documents forming part of or appended or scheduled to this document) other than on a strictly confidential basis and to the extent strictly necessary to such parties as the Participant needs to consult in order to respond.
* This Preliminary Market Consultation Document is issued in confidence and remains the property of Onward.

**5.10 Completeness of Information**

To avoid clarification questions at the Tender stage, Participants are asked to raise any areas where they feel additional information needs to be provided in the Scope of Services in Appendix 1.

**5.11 Information Provided to ONWARD**

At Onward’s discretion, the Participant may supply documentation to Onward following the Market Test workshop. Onward reserve the right to include any such information in any subsequent documentation produced in connection with this or any other project including any resultant Tender Information Pack that may be produced as a result of this Market Engagement.

If a Participant wishes particular information not to be reproduced, please ensure that this is clearly specified on the relevant parts of information provided.

# 6 Onward Main Contact

The main contact for any queries in relation to this pre-market engagement is:

Name: Keely Hughes

Title: Procurement Category Manager

Email: [keely.hughes@onward.co.uk](mailto:keely.hughes@onward.co.uk)

# Appendix 1 - Questionnaire

**Please return this Appendix to the following persons by the closing date 30th September 2023**

**Keely Hughes – Procurement Category Manager –** [**keely.hughes@onward.co.uk**](mailto:keely.hughes@onward.co.uk)

**Isobel Godwin – Older People Manager –** [**Isobel.godwin@onward.co.uk**](mailto:Isobel.godwin@onward.co.uk)

**General Information**

|  |  |
| --- | --- |
| **Organisation Name** |  |
| **Contact Details Name** |  |
| **Job Title** |  |
| **Address** |  |
| **Telephone Number** |  |
| **Email Address** |  |
| **Web Address** |  |

**Appendix 1**

Scope of services

|  |  |  |  |
| --- | --- | --- | --- |
| A construction site with a crane  Description automatically generated with low confidence | Hattersley, Tameside  91 apartments | Fully equipped catering kitchen and café with 48 covers.  Passing trade welcomed. | Provision for residents, staff visitors and external customer opportunities. |
| A picture containing building, outdoor, window, property  Description automatically generated | Melbourne Crt, Stalybridge, Tameside  33 apartments | Fully equipped catering kitchen and café with 30 covers. | Provision to customers, staff and visitors. |
| A building with many windows  Description automatically generated with low confidence | Oaklands  Wilbraham Road, Manchester  36 apartments | Domestic kitchen and café area with 21 covers. | Provision for customers, staff and visitors. |
| No alternative text description for this image | Meadow Court  Croxteth, Liverpool  68 apartments | Fully equipped catering kitchen and café area with 35 covers.  Passing trade welcomed | Provision for residents, staff visitors and external customer opportunities. |
|  | May Logan Centre, Liverpool | Café within the May Logan Healthy Living Centre. Fully equipped catering kitchen open to the public. | Provision for staff, visitors and external customer opportunities. |

**Appendix 2**

**Questions**

**To be addressed as part of the Participant’s response. Please answer directly below. Where appropriate, please provide real examples and appropriate evidence to the questions above for shared benefit.**

|  |  |  |
| --- | --- | --- |
| **No** | **Question** | **Supplier Response** |
| 1 | Please briefly describe your organisation’s experience of providing catering services. |  |
| 2 | Please detail your experience in community engagement improving outcomes for local people as well as any social value initiatives |  |
| 3 | Please detail any non-traditional commercial models you have used or are aware of to support in making it self-sustaining |  |
| 4 | Please provide details of any clients of a similar size to Onward that you currently work with |  |
| 5 | Please detail your experience in operating across multiple regional areas |  |
| 6 | Please detail how you keep prices as low as reasonably possible whilst still ensuring a variety of meals which are nutritional |  |