

Q1- Lot 1. Our company is very confident and compliant when serving hot food at Wedding Receptions, Corporate Events and Naval Mess dinners but would like you to expand on what your company considers "Fine Dining Experience"

The National Museum of The Royal Navy offer once in a lifetime, high end dining experiences on HMS VICTORY, which are known as Great Cabin Dinners. These are charged at a premium rate. These are normally 8 course taster menus, with wine pairings or bespoke 5 course dining menu's which are created around the client's theme or specific menu or ingredient choices, to include wines paired to the menu and additionally port (with a cheese course) and dessert wine.

Q2- Would it be expected for our company to supply Security Staff at the various venues to safeguard the historic sites

No, the cost of any security is covered within the venue hire fee and is not the contracted caterer's responsibility.

Q3- Each of your hospitality venues are quite different and requires a variable work load to produce a very good sit down 3 course meal at each. It would therefore be very difficult to give a competitive price for the same meal in the different venues. For example, servicing Explosion Museum is quite straightforward although we need to take our own kitchen. It is on the level and all equipment can be easily moved in and out of the magazine. HMS Warrior however, has a short set up time, needs all items required to be carried up a steep gangway, moved across the ship and then taken below decks. All equipment has then to be removed after the event. HMS Victory requires a kitchen to be set up on the jetty if a 100 people need to be served (as I understand). Whilst we would be very happy to undertake the work, it would be unfair to expect the same price for catering at Explosion as it would be for HMS Victory. If our price needs to remain firm for 90 days, would you please indicate which venue we need to price for.

Each of our venues have its own logistical complexities. We are keen to work with our caterers to invest in each of our spaces to improve the equipment however, this is not possible within HMS VICTORY, The Galleries and Action Stations and we would expect all caterers to attend site visits prior to catering at an unfamiliar event space. We have kept all quotes to a standardised measure for the following reasons:

When we will look at the example quotes provided, it will be on the assumption that you are unfamiliar with the event space and catering infrastructure and on this assumption, we will be looking at the value for money in the cost per head for the menu, cost of alcoholic and non-alcoholic drinks, value for money on any upselling opportunities and all glassware, table linen, crockery cutlery. We will expect to consider, the absorption of the 10% commission rate and also staffing and equipment costs for the caterer. There is no expectation that the quotes will need to reflect anything specific for that particular venue you are creating the quote for as we have asked for the same information across the board, unless stated otherwise. As stated in the tender, it is not venue specific unless stated and we are asking for a generic quote with the above assumptions and considerations.

Q3- Principles of Scoring. Economic and Financial Standing. Within this section it states that the Minimum Financial Threshold should be twice the estimated contract value. What is the Estimated Contract Value for this tender?

The tender itself does not have an exact contract value as the price quality criteria is based upon pricing for set menus.

Q4- HMS Victory. Are there any extra facilities supplied when large events are catered for onboard Victory? or does that need to be priced in as a. Included in food costs or b. shown as additional costs?

If an LGD (Lower Gun deck dinner) is the catering booking on HMS V, then NMRN will supply additional prep kitchen space on the main deck, cold starter, hot main and cold dessert is the preferred menu choice. You are welcome to bring additional equipment, if required and as previously mentioned, we are keen to develop these areas. We would suggest annotating any extra costings as additional costs within the quote.

Q5- Form of Tender. 2.5.1 states that all prices must be exclusive of VAT. Does this include those prices requested in Criterion 7 which are supposed to be for the clients?

All quotes, invoices and financial information provided to client and to/from contractor/supplier provided within this contract will be Ex-VAT

Q6- Could you confirm if we are able to set a minimum spend on our events?

It isn't within the caterer's remit to apply a minimum spend for events, as it is driven by the clients needs.

Q7- If successful are we allowed to sub-contract to suppliers for services? Such as pop-up bars?

Yes, the NMRN though may suggest suppliers who are familiar with our event spaces, such as the historic ships as first preference. If you have your own sub-contractors please state these in your submission for the NMRN's consideration.

Q8- In places it says about 10% commission, we have not been in this position before, does this mean when we quote for a job we need to then put at the bottom of the quote plus 10% payable to the museum as we can't afford to give 10% of the costs we charge as we keep them to a minimum to cover (ever increasing) costs, and make a living so as to give the client the best possible price and also to win the job and for you as a venue to win the hire as they can then afford the catering, if we add 10% on we feel this may then price me and you out of the market. Shouldn't we both be happy as you have the hire of the venue and we have the hire for catering instead of charging an extra 10%?

The 10% commission rate is mutually beneficial, it encourages the caterer to gain new clients for the organisation and therefore this commission will be paid to the caterer by NMRN post event when any additional upsells or costings have been captured. The expectation is the 10% commission rate is paid post event so not to have a detrimental effect on the quality/best value for the client or for our smaller suppliers not to have any impact on cash flow within their business. It is commonplace within catering contracts used. My suggestion would be to absorb this overhead into your catering quote. This will be the case for all other suppliers and will be reflected as such in quotes the clients receives. It does not need to be annotated as 'put at the bottom, payable to the museum'. I can assure you this does not price our venue hire out of the market.

Q9- Also I read about bars, wine and drinks, this is something the events team have always done and away of “you” making money, do I understand that you are not going to be doing this anymore and want us as caterers to take on the drinks side of things? If so I will have a problem with this as it is not some I do or carry or are insured for and don’t hold a licence.

Once we have entered into the contract, NMRN will not be providing a pop-up bar or drinks for the table or receptions. This will be passed onto the caterer. We are content for our preferred caterers to sub-contact to Hampshire bars. Matt will also be contracted by NMRN for all legacy bookings.

Website: www.hampshirebarsandevents.com and contact email address is: hants.bars@gmail.com

Q10- What happens if I am not successful in this process, what happens to the existing bookings that I already have with the NMRN?

All Legacy bookings will be honoured by the contracted caterer. If you decide not to move forward with the tenders process, once the legacy bookings have been completed we will only offer our clients those preferred suppliers who were successful with the process. NMRN appreciate that we have regular clients who have built a relationship with our suppliers, I am confident that with these great testimonials included with a high-quality submission will ensure you continue to be a preferred supplier.

Q11- Could you please confirm if successfully appointed caterers will enter into a contract with NMRN, and be provided with a copy of said contract for us to review?

The contract will be available once the shortlisting process has been completed and only to those who are successful.

Q12- We note that you will pay 10% commission charge on all successful referrals, we are assuming this is the 10% of the revenue that NMRN will be invoicing the client for the use of the venue?

Agreed

Q13- In order for us to understand the income we could generate against the cost of marketing the venue, could you please provide an indication of the potential cost of revenue hire for the function examples of Cold Finger Buffet for 100 people, and a sit down 3 course menu for 100 people included within your ITT?

This information was discussed on all site visits, again once shortlisting has taken place this will be discussed in greater detail with those who are shortlisted.

Q14- Are you able to share a breakdown of all venues and revenue?

The NMRN will not share these details in full as this is commercially sensitive information, however we can provide the following figures;

Venue Hire income for 01st April 2022 to 31st March 2023 was £319,793 for 160 total bookings and current bookings income 11/04/2023 to 31st March 2024 is approximately £268k for 96 bookings currently (as this figure is taken from 11th April- as will only increase as bookings are made).

Q15- As the NMRN is providing tables, chairs and other furniture, will it also be expected that the tables, chairs etc will be set up and taken down by the NMRN before and after an event?

Yes, NMRN team will set up tables and chairs for all events across all sites.

Q16- If the NMRN is going for a full immersive experience, is there an expectation for our company to continue with the same style of uniform?

Please see our code of conduct regarding dress standards. As long as your organisations meet with these standards, there is no expectations regarding matching uniforms or costumes.

Q17- Will there be a sign off or hand over procedure for our company at the end of each event, to ensure that there is a mitigation of Food Safety risks following events from different suppliers?

The NMRN Event Manager will take overall responsibility for the HOTO of catering and events spaces. Prior to the caterer leaving the event manager will sign off the function sheet ensuring the space was in the condition it was in prior to the event. There will be no option for the caterer to store food, unless discussed with the Lead Events manager, for example a two-day conference with the same supplier. All food and equipment that is not an NMRN asset will need to be removed.

Q18- Will there be a set lead time for the schedule of events?

It would be unfair to set a lead time, on occasion we receive last minute bookings from our partners within the dockyard and very occasionally clients who have been let down by other venues. The majority of large events are booked with a great deal of lead time on occasion however, this isn't the case. We will have a list of caterers and if a caterer cannot provide, due to being at capacity, another of our caterers may be able to facilitate. This is on the assumption that we have availability.

Q19- What is the duration of the contract?

It is for a 3-year period, with quarterly reviews. There will also be an option to extend for a additional year.

Q20- If we need assistance writing the tender response, can the NMRN help with this?

Unfortunately, we're not able to facilitate this for one supplier, as it would require being offered to all suppliers, however please see the following guidance;

Annex A-B-C does not need completing for return for this submission, it is purely for your reference of the dates the tender is due back to us and any other information. Plus, standard terms and conditions are in line with Public Contract Regulations 2015.

Annex D-E-F is the main form you will need to follow and complete and return to us as part of your submission.

Annex D- 1. Supplier Questionnaire (see the FAQ document for further guidance on this).

Annex D- 2. Response to Quality Evaluation Criteria

- In this section, you will let us know which Lots you are bidding for, whether this is for all of them or just one or two of them and mark the box appropriately. This is to ensure the panel evaluate your bid appropriately.

- Each of the Criterion question response boxes has the criterion itself such as "Customer Satisfaction" and then we have given a prompt sentence of what the panel are anticipating to see in relation to it, therefore recommend reading through these and constructing your response from that. Then if you can expand further in relation to this prompt then please do so, such as examples of feedback from customers either in word or image format. The word count limit is not an indication of how much writing we need, if feel it only needs 500 words then do so.

- If you're submitting for more than one lot you can duplicate your responses or add 'See Lot 1 response' if needed, saving you time, as we appreciate these are time-consuming to fill in! Or remove the ones you're not bidding for to make it easier to fill in and complete!

Clarification Questions and Responses- Final Issue
Corporate and Special Event Catering at NMRN Portsmouth & Gosport Sites

Annex D Section 3 and **Annex E & F** are for you to read, fill and complete and sign as appropriate, as Section 3 will confirm that you accept the T&Cs of the tender, and your company details. Then **Annex E & F** which are Form of Tender and Certificate of Non-Collusion are to ensure that you as the bidder confirm that you have completed and submitted it in accordance with the T&Cs accepted and that there are no misrepresentations etc. Then Non-Collusion is just to certify this was submitted by you.

Final Submission Date- Friday 14th April 2023 at Midday (1200) at tenders@nmrn.org.uk