



## The Education Alliance

### Procurement of an External Catering Provider for Howden Junior School.

#### 1. Introduction

This document is intended to provide an overview of The Education Alliance procurement process for the school meal provision at Howden Junior School and to assist potential suppliers in making an informed decision as to whether to bid for this contract.

This document includes:

- Background to The Education Alliance and the purpose of the procurement.
- Information relating to the procurement process, timeline and assessment methods.
- Contract start date, duration and performance monitoring processes.
- Details of key requirements.

#### 2. Background

The Education Alliance is a multi-academy Trust which currently has thirteen sites across the East Riding of Yorkshire area and comprises of: South Hunsley School and Sixth Form College, Hunsley Primary School, Malet Lambert School, Driffield School and Sixth Form, The Snaith School, North Cave CE primary School, The Hub School, Beverley Minster CE Primary School, Naburn Primary School, Howden Junior School, Howden Infant CE School, Wilberfoss CE Primary School and a Teacher Development Centre / Trust Office.

Although most of the TEAL schools operate their catering departments 'in house', with directly employed staff, an opportunity has arisen at Howden Junior School for a Catering Provider to take over the catering department and to provide the meals for Howden Junior School and Howden Infant School.

The detailed requirements of The Education Alliance are specified in appendix A and D.

#### 3. Timetable

Site visits (by appointment only)	Between 28 <sup>th</sup> October – 1 <sup>st</sup> November 2024
Quote Submission Deadline	18 <sup>th</sup> November – 22 <sup>nd</sup> November 2024
Quote Assessment and Approvals	25 <sup>th</sup> November – 29 <sup>th</sup> November 2024
Contract Awarded	6 <sup>th</sup> December 2024
Contract Start Date	22 <sup>nd</sup> April 2025
Contract End Date	1 <sup>st</sup> September 2028

#### 4.1 Site visits

Arrangements have been made for Tenderers to visit the school before submitting their Tender, in order to gain a first-hand vision of the site, the required levels of Service, and to ask any questions with regards to the Service requirement. Visits can be made between the following dates Between 28<sup>th</sup> October – 1<sup>st</sup> November 2024. (Please be aware that visits are during the half term holiday and no dinner service can be observed.) Visits must be kept to a maximum of 30 minutes. Service Providers who would like to visit the establishment, should contact Luc Perquin via email (luc.perquin@theeducationalliance.org.uk) with options on dates (which need to be within the timeframe as specified). To confirm, no other means of contacting the Customer for site visits are allowed.

The Customer cannot guarantee to be able to accommodate Tenderers' specific requests for date and timing of visits and Tenderers are advised to make appointments as soon as they have assessed the tender requirements.

The address of the school is: Howden Junior School, Hailgate, Howden DN14 7SL

#### **4. Quote Evaluation**

The Quote will be evaluated as follows:

- 60% Price
- 40% Quality of Service Provided

#### **5. Termination Clause**

The successful bidder, in accepting any offer of work, will agree to the following termination clause(s).

**5.1 Termination for Material Breach.** The Education Alliance may terminate this agreement with immediate effect by delivering notice of the termination to the successful bidders if

5.1.1 The successful bidder fails to perform, has made, or makes any inaccuracy in, or otherwise materially breaches, any of its obligations, covenants, or representations, and

5.1.2 The failure, inaccuracy, or breach continues for a period of 14 Days after The Education Alliance delivers notice to the successful bidder reasonably detailing the breach.

**5.2 Termination for Insolvency.** If the successful bidder becomes insolvent, bankrupt, or enters receivership, dissolution, or liquidation, The Education Alliance may terminate this agreement with immediate effect.

**5.3 Termination for Change of Control.** The Education Alliance may terminate this agreement with immediate effect, by giving notice to the successful bidder, in the event of a Change of Control of the successful bidder's organisation. Change of control is a significant change in ownership or change to the Board of Directors.

**5.4** If Prices change by more than 10% during the contract period.

## 6. Disclaimer

Information contained in this document is presented in good faith. The Education Alliance reserves the right to change the basis of the procurement process, to reject any or all submissions and to decide not to invite a potential bidder to proceed further. The Education Alliance reserves the right not to provide potential bidders with additional information and it is not obliged to appoint any of the bidders. The Education Alliance reserves the right not to proceed with the procurement at any time.

Nothing in this document or any other pre-contractual documentation shall constitute the basis of an express or implied contract that may be concluded in relation to the procurement.

A copy of The Education Alliance's Standard Terms and Conditions are available on its website.

## 7. Quote Submission

Your submission is to be submitted to Luc Perquin, Assistant Director of Estates and Facilities via email and no later than **12pm on Friday 22<sup>nd</sup> November 2024**. ([luc.perquin@theeducationalliance.org.uk](mailto:luc.perquin@theeducationalliance.org.uk))

The contract will be awarded by **6<sup>th</sup> December 2024** and will commence on **22<sup>nd</sup> April 2025**.

Should you have any queries regarding any of the above, please do not hesitate to contact Luc Perquin, Assistant Director of Facilities and Estates on 07599638980 or [luc.perquin@theeducationalliance.org.uk](mailto:luc.perquin@theeducationalliance.org.uk).

## **APPENDIX A – TENDER REQUIREMENTS / ADDITIONAL INFORMATION**

### **Overview**

Howden Junior School is a very popular school with 216 pupils currently on roll. The school is located in the heart of Howden. The school is part of The Education Alliance (TEAL) who also operates the neighbouring Howden Infant School which has 158 pupils on roll.

The meals for both schools are produced in the Howden Junior kitchen. The kitchen staff comprises of a Cook (35 hrs), a senior kitchen assistant (28.75) Hrs and a kitchen assistant (28.75 hrs). The two schools run identical menus. The team at Howden Infant School collects the food from Howden Junior School and takes it across and serves it there. The staffing at Howden Infant school is not subject to this tender.

The Education Alliance is keen to engage the services of a local catering provider (or a larger provider with a local base) to provide the meal provision and staffing for Howden Junior School.

### **Duration**

The Contract is intended to start on 22<sup>nd</sup> April 2025 (and will be in place for a period of 3 years, 3 months) till 25th July 2028, with the option for the Customer to extend the Contract for a period of up to 12 months, subject to Contract performance.

### **Value**

To ensure best value is obtained, tenderers will be required to submit pricing for the provision of Catering Services to the Customer. Tenders will be evaluated and the Tenderer who offers the overall best value option to the Customer will be awarded the Contract.

### **Transfer of Undertaking (Protection of Employment) – TUPE**

The Transfer of Undertakings (Protection of Employment) Regulations (or 'TUPE') set out the legal rights of employees in situations where the organisation they work for is taken over by another, or where their job role 'transfers' to another organisation (for example, when a contract for service provision is awarded to a new provider). In such situations (and depending on the circumstances prevailing in each case) employees may have a legal right to transfer to the new employer with their terms and conditions of employment, as well as their 'acquired rights', intact.

Although the question of whether TUPE applies or not in any tendering situation is legal matter between the parties concerned (i.e. between the outgoing and incoming service provider), it is the Customer's preliminary view that it is likely to apply in the case of this Contract. For this reason, information is provided in an appendix to this document about the current employees who may be eligible to transfer. This information has been supplied TEAL and is provided in good faith to assist Tenderers in preparing their bid.

The Service Provider shall be responsible for all emoluments and outgoings in respect of the Transferring Employees (including without limitation, all wages, bonuses, commission, premiums, subscriptions, PAYE and national insurance contributions and pension contributions) which are attributable in whole or in part to the period after the Commencement Date (including any bonuses, commission, premiums, subscriptions and any other prepayments which are payable before the Commencement date but which are attributable in whole or in part to the period after the Commencement Date).

### **Requirement**

Detailed below is an overview of the TEAL's key requirements, this should be read in conjunction with the full Specification which can be found in Appendix C, Specification of Service (of this Invitation to Tender document).

1.	The establishments name/s and addresses who are applicable to this Tender exercise.	Howden Junior School Hailgate, Howden DN14 7SL
2.	Proposed Contract start date:	22 <sup>nd</sup> April 2025
3.	Length of Contract required including the 'Initial Contract Term' and any extension option(s) – if applicable:	Initial Contract Term: 3 years Ext Option/s (if applicable): 12 months
4.	Current catering arrangements:	Meals are provided by the kitchen team who are also responsible for purchasing and menu writing.
5.	Is it likely that some members of staff who currently work in the provision of the Catering Service will be eligible to transfer to the new Service Provider when the new contract starts (under the protection of the Transfer of Undertakings (Protection of Employment) Regulations 2006)?	Yes. Please refer to the document <b>Appendix E TUPE Information</b>  Upon request, the spreadsheet containing all TUPE information will be shared to bidders.
6.	Do you require staff to be Enhanced DBS checked?	Yes. All staff (permanent and temporary cover) should be DBS checked by service start date or by first visit to schools by any covering staff.
7.	Age range of the school's pupils or students:	Howden Junior School 7 – 11 year Howden Infant School 4 – 7 year
8.	Number of pupils or students attending the establishment:	Howden Junior School KS2: 222 Howden Infant School KS1: 155
9.	Approximate total number of pupils/ students entitled to <b>UIFSM</b>	Howden Infant School: 155
10.	Total number of pupils/students who are entitled to <b>UIFSM</b> and <u>are actually regularly</u> taking meals	Howden Infant School: 138  Tenderers should note that these volumes may fluctuate throughout the Contract Term.

11.	Approximate total number of <u>KS2 pupils/students</u> entitled to <b>free school meals</b>	37
12.	Total number of <u>KS2 pupils/students</u> who are entitled to and <u>are actually regularly</u> taking <b>free school meals</b> :	30  Tenderers should note that these volumes may fluctuate throughout the Contract Term.
13.	Number of Nursery pupils or students who regularly purchase a school lunch.	N/A  Tenderers should note that these volumes may fluctuate throughout the Contract Term.
14.	Number of KS1 pupils or students who regularly purchase a school lunch.	0 (all covered by UIFSM)  Tenderers should note that these volumes may fluctuate throughout the Contract Term.
15.	Number of KS2 pupils or students who regularly purchase a school lunch.	120  Tenderers should note that these volumes may fluctuate throughout the Contract Term.
16.	Approximate total number of staff who regularly take a school lunch.	Regular teacher on duty (free of charge provision): 0  Regular standard adult meals (as paid for by the staff): 0

17.	<b>Secondary schools:</b> Annual catering sales for the last academic year.	Cash Sales: N/A Free School Meals: N/A Duty Meals: N/A Hospitality: N/A Other (please detail): N/A
18.	The current prices are:	
	UIFSM meal price	£2.41
	KS2 price charged by the Customer to the parents	£2.40
	Standard adult meals	£2.75 incl. VAT
	Adult meals – teacher on duty (lunchtime supervision)	£2.75 VAT N/A
19.	Is the Customer (school) currently charging VAT for adult meals?	YES, for standard adult meals NO for supervisor meals
20.	Main Services required:	
	Breakfast	<input type="checkbox"/>
	Mid-morning break	<input type="checkbox"/>
	Lunch	<input checked="" type="checkbox"/>
	After-school club	<input type="checkbox"/>
	Staff meals, visitors, etc.	<input checked="" type="checkbox"/>
	Other services	Occasional grab-bag lunches (e.g. after Xmas panto), occasional visitor lunches
28.	Does the establishment have a fully equipped, on-site kitchen suitable for the preparation of school meals?  If not, what facilities (if any) exist for meal regeneration, hot-holding, etc.?	Yes
29.	Standard Service is required at the following times:	Lunch services are as per listed below: Howden Junior School: 12.00 hrs – 13.00 hrs Howden Infant School: 12.00 hrs – 13.00 hrs
30.	Any additional requirement outside the Standard Service:	Grab bags for FSM pupils on school trips

31.	How many sittings does the Customer normally operate at lunchtime?	One
32.	How are your meals served, i.e. cafeteria style, grab and go etc?	Cafeteria style
33.	How often are the menus currently revised? (e.g. termly). How often do you want these menus to be revised for this new Contract?	Menus are to be reviewed and revised twice during the school year. Proposed changes must be proposed by the Service Provider and new menus must be agreed by Schools and then published in school documentation and online before the Monday of the last week of the term previous to implementation.
34.	Does the Customer expect the Service Provider to seek feedback directly from pupils and students (and parents), and to take this into account in menu planning?	Feedback will be received by the School on pupil take-up of school meals and any other feedback from children and parents. Performance, improvement suggestions or menu change requests will be discussed at review meetings.
35.	Does the Customer have any specific dietary specialisms (cultural or medical) which the Service Provider must cater for?	Allergy menus to be agreed with school.
36.	Are there any special festivals or events for which special catering is required (e.g. Christmas, Diwali, etc.)	To be agreed when menu changes are discussed for the following term.
37.	Does the Customer require its Service Provider to adhere to the Children's Food Trust guidance on school meals?	Yes
39.	Who will be mainly responsible for marketing the Service – the Customer or the Service Provider, or both working together?	Primarily the Service Provider will be responsible for marketing their menus and school meal service, via letters, posters and school displays, however the school will assist in distributing and displaying the marketing materials. New menus must be developed, proposed and agreed with Schools as per Point 33 so that sufficient notice is given to parents and pupils to view.
40.	Is it proposed that the Service Provider occupy the premises free of charge for the purpose of providing the Service?	Yes
41.	Will you provide a dedicated office space for the Service Provider's use equipped with internet access?	Yes. Service Provider will have to provide laptop/other device if required for the Head cook to use.



42.	Does the Customer permit, encourage or preclude vending machines being used for elements of the Service?	No vending machines
43.	<p>What type of payment/ordering system does the Customer operate in respect of the Service?</p> <p>Who is currently paying for this system (including the maintenance and transaction charges)?</p> <p>If there is a licence agreement with the payment/ordering system supplier, will this licence agreement and the responsibility for it remain in the name of the Customer or transfer over to the winning Service Provider upon award?</p>	The school uses ParentPay. School pays for ParentPay access and transaction charges.
44.	Will the Service Provider be expected to assist with debt management?	School chases outstanding debts.
45.	How will any price variations will be managed?	<ul style="list-style-type: none"> <li>- An initial 1-year price hold</li> <li>- Price review prompted if +/- 10% change in meal uptake numbers, or food/staffing increases are significantly above expectations built into contract</li> <li>- 3-month notice period for any change to price</li> </ul>
46.	Do you anticipate any capital investment being required? If so please state what you think may be required.	No
47.	Does the Customer (school) require the Service Provider's Staff to set out the dining area each day and/or clear away afterwards? If so, what time restrictions are there?	<p>Yes. Service Provider staff will be expected to do the following:</p> <p>Daily set-up and close-down after service. Dining Hall will be made available 15 minutes prior to first service and released back to school use by 13:15. The Service Provider is responsible for table layout set up and removal back to storage, cleaning of table tops and tops of chairs/benches, disposal of dining hall waste, sweep and damp spot mop only.</p>

48.	Does the Customer (school) require the Service Provider's staff to supervise the Customer's own Service Users at mealtimes?	No. This will be a school responsibility.
49.	Is the Service Provider to be responsible for cleaning? If so, for what areas (e.g. kitchen, dining area, toilets?)	<p>In addition to daily cleaning services detailed in Point 47 above, the following areas will be the responsibility of the Service Provider.</p> <ul style="list-style-type: none"> <li>• Kitchen and Servery areas (accessible and to 2m maximum height)</li> <li>• Heavy Equipment, on agreed school inset days</li> <li>• Annexe rooms, including food storerooms, off main kitchen to 2m maximum height</li> <li>• Catering staff toilets/changing rooms</li> </ul> <p>Any fixture/fittings/equipment issues noted at time of cleaning to be reported to the School.</p> <p>Service Provider to <b>submit proposed cleaning schedule as part of quality question responses</b>, complying with current COSHH regulations and permitted chemicals, using appropriate PPE supplied by Service Provider.</p>
50.	Is the Service Provider to be responsible for any 'deep' or 'high-level' cleaning?	<p>Yes. Once per annum a deep clean to all heavy equipment and floors, used by the Service Provider for their services is required to be carried out. This includes the high-level ventilation system and canopy.</p> <p>Once per annum a high level clean to include – Walls above 2m height, light fittings, windowsills and fly screens, shutter housing, other surfaces above 2m height.</p> <p>Dates to be agreed in advance with School for access/suitability.</p>
51.	<p>Who is responsible for engaging and meeting the cost of a pest control service provider in respect of the areas used in connection with the Service?</p> <p><i>(A "pest" is any insect, rodent, or wildlife that is considered undesirable because they either invade people's homes or businesses, causing damage or heightening the risk of communicating a disease or illness.)</i></p>	School will be responsible for arranging this service outside of the responsibilities of this Contract.

<p>52.</p>	<p>Who is responsible for maintaining, repairing and replacing any items of heavy and light catering equipment and dining furniture?</p>	<p><u>Maintaining and Servicing Equipment</u></p> <p><b>Service Provider shall be responsible for:</b></p> <ul style="list-style-type: none"> <li>➤ Cleaning of the kitchen canopy, to include ventilation/duct, high level cleaning and routine cleaning. The minimum expectation would be for canopy cleaning twice a year.</li> <li>➤ Annual servicing of Combi equipment which should include: <ul style="list-style-type: none"> <li>➤ Check all Functions &amp; Operations</li> <li>➤ Check Drainage</li> <li>➤ Check Water Filtration (if present or required)</li> <li>➤ Visual Limescale Inspection</li> <li>➤ Visual Wiring Inspection</li> <li>➤ Check Temperatures</li> <li>➤ Check Cleaning Pumps (if present)</li> </ul> </li> <li>➤ Gas Units Only: <ul style="list-style-type: none"> <li>➤ Check Operating Pressures</li> <li>➤ Check Burner Operation</li> <li>➤ Carry Out Flue Gas Analysis</li> </ul> </li> <li>➤ Annual catering equipment gas safety inspection tests – parts A and B, where applicable - copies of certificates to be provided to school within 7 days from test date for record keeping UNLESS a Warning/Risk notice has been applied to an appliance, at which point school must be advised immediately.</li> </ul> <p><b>School shall be responsible for:</b></p> <ul style="list-style-type: none"> <li>➤ Annual Electrical Fixed Appliance testing of catering equipment (for avoidance of doubt, fixed appliances are either hard wired or commando socket to the mains)</li> </ul> <p>Annual portable electrical appliance testing (PAT Testing) and for the avoidance of doubt, this will include any equipment connected via a BS 1363 a three-pin plug.</p> <p>*The Service Provider shall ensure that any small equipment brought into the kitchens has been PAT tested before it is used for service.</p> <ul style="list-style-type: none"> <li>➤ 5 yearly Fixed Wiring Inspection and Testing to BS 7671 (2018)</li> </ul>
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		<p><b>Repair of Catering Equipment</b></p> <p>The Service Provider is to ensure a 24/48 hour to site response and repair time by their preferred sub-contractor to any call out made by the Service Providers on site catering staff. Equipment deemed ‘beyond economical repair’ to be evidenced by a suitably qualified engineer, communicated by e-mail to school, with relevant supporting notes, via the Service Provider.</p> <p>In both instances, the school will cover the cost for the repair or replacement (subject to the TEAL procurement limits) with the condition that works are not carried out without prior agreement of the school.</p> <p><b>Replacement of Light Catering Equipment</b></p> <p>The Service Provider is to provide replacement of light catering equipment (e.g. utensils/food trays/pans/service items) which shall transfer to the ownership of the School once in use.</p> <p>An annual budget to cover light catering equipment replacement may be added to the contract (Yearly proof of spend must be provided and an underspend on budget must be refunded to the school.)</p> <p><b>Replacement of Heavy Catering Equipment</b></p> <p>The School shall be responsible for replacements of heavy catering equipment as detailed in <b>Appendix C</b>. Any agreement to replace other than ‘like for like’ for a service benefit will be considered by School, in conjunction with the Service Provider.</p>
53.	Who is responsible for the provision of catering disposables and consumables, including the cost of these and under what circumstances?	See answer to Q52
54.	Waste collection facilities and charges (if any) are as follows:	School will provide suitable, sufficient and accessible external waste disposal receptacles, including for the recycling of tins, plastics and cardboard, for use by the Service Provider’s staff. Food waste to be double bagged and removed from the kitchen area daily. No charge for this service will apply and school will maintain the <b>external</b> area in a clean, hygienic state.

55.	Are there any particular environmental factors which the Service Provider must take into account or adhere to (e.g. recycling policies, prohibition of certain chemicals, etc.)?	The service provider is responsible for the correct recycling of all waste and is monitored on the effectiveness of this on a termly basis. KPI's are to be communicated by the school.
56.	Will the Service Provider be provided with first aid equipment and fire extinguishers?	Yes. School will supply appropriate, sufficient and annually tested fire extinguishers in the kitchen and supply suitable signage to agreed fire exits. Service Provider will provide a suitably stocked, in date First Aid Box at all times throughout the contract term.
57.	Who is responsible for the health and safety risk assessment of the catering and Service areas?  When and under what circumstances should these be reviewed?	The Service Provider is responsible for Kitchen area health and safety arrangements and suitable risk assessments of all catering and service areas and facilities together with ensuring this is reviewed regularly in any changing circumstances, for instance – change of staff, new practices or equipment change etc.
58.	What utilities are connected and will be available for usage when providing the catering provision?  Please detail who will be responsible for the payment of these utilities in regard to the Catering Service.	School will provide all utilities required by the Service Provider for the Services and complete relevant safety checks and tests to such utility provision at the point of entry to the School such as mains water, gas, sewerage and electricity.
59.	Who is responsible for the maintenance of the of premises building and fabric of areas used for the Catering Service, including (but without limitation) doors, floors, ceilings, window frames, tiles and/or protective wall coverings, waste disposal equipment, grease traps, drainage, shutters, water softeners, sinks, sterilizing units, fitted walk in freezers, cold rooms, overhead and space heaters, extraction fans and provision for gas, electricity and water?	The School is responsible for flooring, walls, ceilings, windows and doors. The Service provider is responsible for the maintenance of all catering equipment and refrigeration equipment.
60.	Can alterations be made to the premises?  If yes, what can be altered and under what circumstances?	No
61.	Please detail what the arrangements will be for the payment of the Service provision should you make the decision to close your site/s in the event of unforeseen circumstances.	In the unlikely event of a school site closure, suitable arrangements for any required service provision will be afforded and payments in respect of this will be agreed with the Customer.

62.	Please detail what management information you require from the Service Provider, in what format and how frequently.	School will require management information on a termly basis, to be shared at the review meeting.  Information to include number of meals taken per category e.g. FSM/Paid, any meal type breakdowns e.g. hot vs sandwich and general meal uptake against current menu.
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## APPENDIX B - METHOD OF EVALUATION OF TENDERS - CRITERIA TO BE USED IN THE ASSESSMENT OF THE TENDER

Where an award is made it will be on the basis of an evaluation in accordance with the criteria detailed below.

Failing to comply with the Instructions for Tendering is a reason not to consider a Tender at all.

### **ONE STAGE PRICE / QUALITY MINI COMPETITIONS: CRITERIA FOR AWARD OF CALL OFF CONTRACTS**

The Quality: Price ratio for the evaluation of Invitations to Tender will be 40% Quality: 60% Price

#### **1. Prices**

- a) Price will be evaluated against the following methodology. The lowest TOTAL TENDERED COST (as a total of the core item list) would receive the full price percentage, with other tendered prices pro rata from this.
- b) Pricing will be weighted by quantity ordered (cost x quantity).
- c) For example, Tendering Organisation A's total price is £1,000, and Tendering Organisation B's total price is £2,000 then 'A' would receive the maximum 60% being the most competitive. 'B' would receive 30%.

$$Price\ Score = \left( \frac{Lowest\ Tendered\ Cost}{Tendered\ Cost} \right) * 60$$

#### **2. Quality**

- a) The information submitted by the Tenderer in response to the questions outlined in the Quality Criteria in Figure B below, is assessed, evaluated and scored

#### **3. Final Tender Assessment**

- a) Any Tenderer whose initial total score for quality (after applying the criteria weightings, but before adjustment pro rata) is less than 14 or who is awarded a score of 1 or less (before applying the criterion weighting) against any of the quality criteria in figure B may have its quality submission rejected and may be disqualified at the option of the Authority. The final decision in such matters shall be that of the Authority.
- b) The prices and quality scores for every Tender evaluated and not disqualified by virtue of 3a) above will be added together to give an overall total score
- c) Tenders will be ranked for acceptance on the basis of their scores from 3b) above (highest score ranks first).

**Figure A Quality Scoring Regime**

ASSESSMENT	MARKS
The response meets the requirement in all material respects and is extremely likely to deliver the required output/outcome.	5
The response meets the requirement in most material respects but is lacking or inconsistent in some minor respects.	4
The response meets the requirement in certain material respects and provides certain information, which is relevant, but which is lacking or inconsistent in material respects.	3
The response falls short of achieving the expected standard in a number of identifiable respects.	2
The response significantly fails to meet the standards required, contains significant shortcomings and/or is inconsistent with other proposals.	1
No response is provided, or the response is not relevant to the question	0

**Figure B Quality Scoring Criteria**

The quality criteria and weightings to be used in the quality assessment are as shown in the table below.

Quality Criteria	(A) Criteria Weighting	(B) Marks Awarded	(C) Weighted Marks (A x (B/5) = C)
<p>The Tenderer is required to submit responses to the following Quality Criteria.</p> <p>Responses will be assessed and marked in accordance with the Quality Scoring Regime outlined in Figure A above.</p> <p><b>Please submit your responses in Arial, font size 12, maintaining normal margins and taking into account the page restrictions as noted below.</b></p> <p>Please note that for any response that exceeds the page limit, the text beyond the page limit will not be read or evaluated</p>			
<p><b>A</b> - <b>Experience</b></p> <p>Detail and outline the experience of the company in delivering a meal provision to the education sector.</p> <p>(Response limited to 1 side of A4)</p>	<b>7.5</b>		



<p><b>B – Reporting</b></p> <p>It is important to the Trust that data can be obtained to demonstrate school meal up take, recycling and sustainability.</p> <p>Demonstrate how data will be reported to allow us to analyse this.</p> <p>(Response limited to 1 side of A4 plus any example reports)</p>	<p><b>5</b></p>		
<p><b>C- Food Procurement</b></p> <p>Please outline how you procure your ingredients and how you assess the quality, sustainability and value for money. Also outline how you assess your preferred suppliers.</p> <p>(Response limited to 2 side of A4)</p>	<p><b>10</b></p>		
<p><b>D- Menus</b></p> <ul style="list-style-type: none"> <li>• Please provide sample menus for the primary school to meet the Customer’s key contract requirements. A minimum of three complete menu cycles should be provided, please ensure menus are provided within a single separate Appendix and clearly referenced to within your reply.</li> <li>• Please show how your proposed menus meet (or exceed) the Government’s food-based and nutrient-based standards for all meals and snacks, and the Children’s Food Trust guidance. (You will be required periodically to supply management information to the Customer to demonstrate adherence to these standards and guidance.)</li> <li>• Please show how you manage allergens. (during food preparation and service)</li> </ul> <p>Please provide narrative that shows how your sample menus meet these criteria.</p> <p>(Response limited to 2 side of A4)</p>	<p><b>10</b></p>		
<p><b>E -Customer Feedback</b></p> <ul style="list-style-type: none"> <li>• Please outline how will you seek pupil / student, parent and staff feedback and take it into account – e.g. when reviewing menus, developing and improving the Service etc. Please provide an outline of your strategies for: gathering feedback, reviewing suggestions and reporting the feedback back to the Customer? Please indicate how you will respond to Customer feedback and deliver continuous improvement in the overall Service.</li> </ul> <p>(Response limited to 1 side of A4)</p>	<p><b>7.5</b></p>		
<p><b>Total (Initial Quality Score)</b></p>	<p><b>40</b></p>		

Marks are awarded for each Quality Criteria in Figure B above in accordance with the scoring regime in Figure A above

## **Appendix C - INVENTORY OF EQUIPMENT**

Please see Appendix C which provides an inventory of the school's equipment as per October 2024.

## **Appendix D - SPECIFICATION OF SERVICE**

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This specification of Service should be read in conjunction with the rest of this invitation to tender document. In particular the Key Contract Requirements set out in Section 2, Introduction and key contract requirements shall inform the entire Service provision and shall take priority in the event of any inconsistency with any other provision in this document.

### **CORE SPECIFICATION**

#### **FOOD SAFETY**

Any reference in this ITT to British or European Standards or certification bodies shall be taken to include all other equivalent standards or certification bodies, respectively.

1. These requirements shall apply to all models of Service provision, including, but not limited to Catering Services prepared and delivered on site, Catering Services prepared off site and transported onto site; e.g. using a central kitchen or production unit, food and beverages prepared off site, or bought in, to be stored and regenerated on site, e.g. using a cook freeze and/or cook chill based service and food and beverages prepared on site and transported off site for consumption.
2. The Service Provider shall ensure all Products and Services provided to Customers comply with any relevant: British Regulations, Standards (National Standards Body of the UK) (BS); British Standard Specification(s) or British Standard Code(s) of Practice; Good Industry Practice; and where applicable EU Directive(s); European Standards (EN) and International Organisation for Standardisation (ISO) in force during the Framework term and during the lifetime of Customer Contracts awarded under it.
3. The Service Provider shall adhere to guidance notes issued by the Food Standards Agency. Details can be found at: <https://www.food.gov.uk/>.
4. The Service Provider shall meet the official Government Buying Standards (GBS) for food and Catering Services. Details can be found at: <https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-food-and-catering-services>.
5. The Service Provider shall adhere to all Health and Safety Executive legislation and best practice, including that specifically relating to catering and hospitality. Details can be found at: <http://www.hse.gov.uk/catering/>.
6. The Service Provider shall ensure that their business operations conform to good industry practices that ensure rigorous standards of food safety, hygiene, food composition, food origin, traceability, ethical sourcing, animal welfare (where applicable) and environmental protection; and any appropriate industry standards or codes of practice as may be reasonably required by the Customer.
7. Where the Service Provider has a head office function overseeing individual operational units the Service Provider will ensure compliance for every part of its business which is connected and/or related to the Services they provide under this contract.
8. The Service Provider shall ensure that all of their food service and food production units are registered with the Local Authority, in line with the Food Standards Agency regulations.
9. The Service Provider shall demonstrate legal compliance at all times in terms of hygiene, safety, sourcing, manufacturing, composition of food, storage and distribution processes and/or any other criteria as may reasonably be required by ESPO or the Customer, to ensure all Products comply with food standards and food

safety legislation.

10. The Service Provider shall have a clear, concise and documented food safety policy statement and objectives that specifies the extent of the organisation's commitment to meet the safety, legality and quality needs of its Products and Services.
11. From the commencement date of the contract, the Service Provider or any subcontracting body shall have a food safety management system, based on the principles of Codex Alimentarius Hazard Analysis Critical Control Point (HACCP) concerning all relevant processes which shall be documented, implemented, maintained and continually improved. The system will detail the HACCP team, the scope appropriate to the range of business activities, demonstrate the flow of Products and interrelated processes as appropriate, include a hazard analysis (including physical, chemical, allergenic and microbiological risks), determine critical control points and critical limits, demonstrate monitoring of critical control points, establish corrective action procedures and be reviewed at least annually.
12. The Service Provider shall ensure documents and records are retained to demonstrate the effective operation of the HACCP system, control of its processes and management of Product safety, legality and quality. The Service Provider will ensure these are effectively controlled and can be made available upon request to the Customer.
13. The Service Provider shall have clear, documented policies and operational procedures that cover cross contamination (including allergen management), cleaning, chilling, cooking and management in relation to safe food production. This includes a procedure for liaison with local enforcement agencies in the event of any serious food related incident and for communicating with the Customer in light of this and/or any other wider food incidents which may impact on the Service provided.
14. The Service Provider shall have an internal audit system in place in relation to all systems and procedures, which are critical to Product safety, legality and quality. The Service Provider shall ensure that procedures to identify non-conformance, undertake root cause analysis and implement corrective actions are adhered to and documented, including where there is a head office function overseeing individual operational units.
15. The Service Provider must have a documented policy, awareness, and training programme with regards to hygiene, contamination controls and food safety. This should include (where applicable) listeria identification and safeguarding against the bacteria.
16. The Service Provider shall have in place robust systems for food and ingredient purchasing to encompass compliance with legislation and quality control in meeting the Food Information Regulations 2014 for example controls in respect of the procurement of Products that contain nuts, derivatives of nuts, the major allergens (as described by the British Nutrition Foundation), and any other food or ingredient as may reasonably be required by the Customer.
17. Where food Products are supplied pre-packaged for direct sale, as part of the Service provided, the Service Provider will ensure that all Products are labelled in accordance with UK legislation including Natasha's Law and all products are labelled with the full ingredient list and all allergen information.
18. All materials, equipment and articles used in the preparation, Service and/or delivery of food shall conform to current UK and EU (where applicable), legislative requirements for food use. The Service Provider will upon request furnish the Customer with evidence to prove that such materials, equipment and articles comply with this condition. The Service Provider shall ensure that all equipment used in connection with the Contract is maintained in a safe serviceable and clean condition in compliance with manufacturer's instructions and current legislation.
19. The Service Provider will have a documented policy and procedure to ensure a prompt, effective and professional response to any food issues, incidents or Product recalls which may arise during the lifetime of the Framework and any subsequent Customer Contracts as awarded under this Framework.
20. Upon request the Service Provider must provide data sheets for the Customer to comply with the Control of Substances Hazardous to Health (COSHH) Regulations 2002 and the European Regulation (EC) No 1272/2008 on classification, labelling and packaging of substances and mixtures (CLP).

## **STAFF AND SECURITY**

21. The Service Provider shall have a safer recruitment policy that facilitates a robust safeguarding environment and culture. If requested by the Customer, Staff in roles eligible under current legislation may be subject to Disclosure and Barring Service (DBS) checks prior to starting work. Checks must be carried out to the appropriate level and the relevant barring list information requested. This information should be discussed with the Customer as required and inform decisions about Staff suitable to work with children and vulnerable adults. Further details on this can be found at: <https://www.gov.uk/guidance/dbs-check-requests-guidance-for-employers#the-code-of-practice>.
22. The Service Provider must provide a sufficient number of appropriately skilled Staff to ensure a safe and efficient service at all times.
23. All Staff employed by the Service Provider shall be suitably trained prior to starting work and continue to be sufficiently trained commensurate with their role and level of responsibility within the Service provision. The Customer may require Service Provider's Staff to participate in additional training sessions (as appropriate) and the Service Provider shall ensure that all Staff attends this additional training.
24. The Service Provider shall ensure appropriate cover for Staff during any absence e.g. due to sick leave, annual leave, maternity or paternity leave and training.
25. The Service Provider shall have a dedicated personal hygiene policy, ensure that all Staff follow clear personal hygiene protocols and provide clean, suitably laundered uniform and/or suitable protective clothing and/or any other linens that may be reasonably required as part of the agreed provision. The Customer may require Staff to wear identity badges.
26. The Service Provider is responsible for all Staff directly employed in the provision of Catering Services and must be able to demonstrate effective procedures for regular performance review to ensure duties are carried out effectively and as specified. The Customer reserves the right to request the removal from Service of any Staff member who the Customer reasonably believes to be unsuitable on the grounds of competency, capability and/or gross misconduct (examples include but are not limited to, assault or abuse, racial or sexual harassment and theft).
27. The Service Provider shall be responsible for dealing with any complaints or allegations made against staff. In case of any concerns raised about the behaviour of the Service Providers staff, a full investigation is carried out and results are provided (in writing) to the school. The service provider will take corrective action to prevent a reoccurrence of the concerns.
28. The Service Provider is responsible for making sure that appropriate security procedures are in place to ensure no persons at the Customer's or Service User's premises are put at risk as a result of the Service Provider's activities and/or failure to act.
29. The Service Provider is responsible for the security of their own goods and equipment used in the provision of the Catering Service, including being able to demonstrate, through embedded procedures across the organisation, effective controls with regards to food defence and food fraud prevention plans, sometimes referred to as Threat Assessment Critical Control Point (TACCP) or Vulnerability Assessment Critical Control Point (VACCP).
30. The Service Provider will give notice to the Customer in the event that any Staff member becomes aware that they are carrying or suffering from any disease or condition which is notifiable under legislation.
31. Any damage to the Customer's premises (as applicable), goods or equipment through theft, vandalism or negligence by Staff working for the Service Provider will be replaced and/or repaired at the Service Provider's expense. In the event of a break in, the Service Provider's Staff should not interfere with any possible evidence but contact the Police and the Customer as soon as possible.
32. The Service Provider will be required to open and close the Customer's premises to enable them to carry out their duties. Security checks shall be carried out by the Service Provider's Staff when leaving areas of completion of their tasks, but in this instance, security shall be deemed to mean lights off, windows closed and secured, doors closed, locked if such is the requirement of the Customer.
33. The Service Provider's Staff may be responsible, if requested by the Customer, for the safekeeping of any keys or locks and any identity passes provided to it by the Customer. The Service Provider shall ensure that the

Customer is informed immediately of the loss of any such keys, locks and identity passes and shall bear the cost of any replacements and any reasonable security measure implemented as a result of such loss. The Service Provider's Staff may also be responsible for the disabling and setting of alarm systems

34. The Service Provider shall immediately inform the Customer of any fault with door locks, window catches and alarm systems
35. Under no circumstances shall the Service Provider's Staff:
  - 35.1 Disclose any security or keypad codes to any unauthorised persons; or
  - 35.2 Loan or supply keys to the Customer's or Service User's premises (as applicable) to any unauthorised persons.
36. The Service Provider will be liable for any loss, damage or expense caused as a direct result of:
  - 36.1 The Service Provider's Staff failing to properly secure the Customer's or Service User's premises (as applicable);
  - 36.2 The Service Provider's Staff failing to properly carry out any of the duties so required by the Customer.
  - 36.3 The Service Provider's Staff having disclosed security or keypad codes to unauthorised persons; and
  - 36.4 The Service Provider's Staff having loaned or supplied keys to the Customer's or Service User's premises (as applicable) to unauthorised persons.
37. In the event of the Service Provider's Staff triggering any alarm systems, the Service Provider will be liable for any costs incurred as a result of this and/or for any alternative security measures required.
38. The Service Provider shall not remove from the premises and use any equipment provided by the Customer to perform, either on his own behalf or on behalf of any person other than the Customer, any work, with the exception of that work provided for in the Contract, unless prior approval in writing has been issued by the Customer.
39. The Service Provider acknowledges that the Customer and/or other authorised persons may require access to food preparation, storage and service areas upon reasonable notice.
40. The Service Provider's Staff will not tamper with or make any changes to the premises and/or fire-fighting equipment which could directly or indirectly increase fire risk and/or the ability to deal with a fire should one occur. The Service Provider shall ensure that Staff are familiar with site requirements and responsibilities in relation to fire safety and ensure that all Staff members undertake relevant training commensurate with their role and level of responsibility.
41. The Service Provider will comply with all reasonable Customer requirements with regards to health and safety, safeguarding, site security and access, accidents and emergencies. The Service Provider shall have full regard for the safety of all persons, and shall keep the establishment and equipment (so far as the same shall be under his control) in an orderly state appropriate to the avoidance of danger to all persons, and shall provide and maintain at his own cost adequate warning signs when and where necessary or required by the Customer or by any competent statutory or other authority for the protection or for the safety and convenience of the public or others.

## **SUPPLY CHAIN ASSURANCE**

42. The Service Provider shall operate risk-based procedures for the selection, approval and continued monitoring of its suppliers which are critical to Product safety, legality and quality. The Service Provider shall also maintain procedures and systems for the control of purchasing and any contracted services which are critical to Product safety, legality and quality. This includes specific controls in relation to the procurement of ingredients containing allergens and any other specific food or ingredient as may be reasonably required by the Customer.
43. The Service Provider shall have a clear and documented goods inwards procedures and checks to include temperature and quality checks.
44. The Service Provider shall maintain documented procedures and systems to ensure the full traceability of any

Product backwards in the supply chain and when Products were served or delivered.

45. The Service Provider shall be required to evidence that they are able to monitor their supply chain for Product safety, legality, quality and authenticity.
46. The Service Provider shall keep a 'waste record' which outlines any waste produced after meal service and reasons of the waste.
47. For ingredients provided in line with Certificated Assurance Schemes such as Red Tractor, Farm Assured or Organic, the Service Provider shall have a formal documented policy and procedure to ensure that the authenticity and integrity of their supply chain can be verified. Evidence of certification should be documented; state to what standard their Products are certified and be available, upon reasonable request by the Customer.

## **FOOD AND SERVICE PROVISION**

48. Service must be of high quality and Products supplied under this Framework will be supplied as specified; labelled, if applicable; safe and legally compliant; in good condition and be appealing, appetising, have a high standard of presentation and be fit for human consumption. Service must be professional, courteous, efficient and friendly at all times.
49. The Service Provider must be able to demonstrate effective stock control procedures to ensure a consistent high-quality Service is provided at all times.
50. The Service Provider must work with the Customer to provide a menu selection that offers the best practicable choice within operational constraints; provide variety in flavour, texture, colour and appearance, be produced as freshly as possible and provide portions and food options appropriate to the age and dexterity of the Service Users and a variety of Products that are appealing in taste, avoid menu fatigue and respond to food trends. The Customer requires freshly prepared meals, cooked from scratch with minimal use of processed foods.
51. The Service Provider may be required to offer menu selections that support.
  - 51.1 Ethical and sustainable sourcing.
  - 51.2 Foods in line with specific certification schemes, such as Red Tractor, Organic and Marine Stewardship Council.
  - 51.3 Seasonal Products and menu cycles to reflect seasonal changes.
  - 51.4 Sustainable Products and menus to support the Customer in working towards sustainability and/ or net zero targets.
52. The Service Provider may be required to provide.
  - 52.1 A system whereby the Customer may make menu choices in advance.
  - 52.2 Fresh drinking water at all times.
  - 52.3 Pre-agreed menu and ingredient substitutions in advance of Service.
  - 52.4 Any other additional requests as are reasonably practicable and agreed in writing at the further competition stage.
53. The Service Provider shall ensure that comprehensive menu plans, allergen details and recipes are maintained, authorised and regularly reviewed. The Service Provider must be able to provide a full menu plan and recipes that provide a full declaration of contents, composition, allergen and nutritional data, upon reasonable request by the Customer. The Service Provider must be able to demonstrate a system whereby this data is kept current and can be supplied within reasonable timescales.
54. The Service Provider shall be able to provide Products suitable for gluten free, other "free from" diets and Products that contain no artificial colours or preservatives as may be reasonably required by the Customer. This may include operating the Service provision as entirely "nut free".
55. The Service Provider shall be able to provide a Service which meets specific needs in relation to ethnic, cultural, religious and other similar criteria as may be reasonably required by the Customer.

56. Any and all personal information related to Service Users and their individual requirements shall be treated in the strictest of confidence, only used for the purposes for which it was disclosed and managed in line with current General Data Protection Regulations (GDPR) [Guide to the General Data Protection Regulation - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/the-general-data-protection-regulation-gdpr).
57. Where required, the Service Provider shall support and assist the Customer who is working towards achieving or maintaining the Soil Association's Bronze, Silver or Gold Food for Life Accreditation. Further details on this can be found at: <https://www.foodforlife.org.uk/>.
58. The Service Provider shall ensure that any Genetically Modified Products are marked accordingly and the Customer reserves the right to request a provision free from genetically modified Products and ingredients.
59. The Service Provider shall work with the Customer to inform menu development and play an integral role in the life and operations of the site as required, including participation in joint activities to help develop, promote and market the Service.
60. The Service Provider shall work with the Customer to develop an effective marketing and communications plan in keeping with the nature of the site, operational functioning and ambience, accompanied by periodic impact evaluation, feedback and review with the Customer. Marketing and communications activity should include, but is not limited to, menu display, posters, promotions, theme days and events and related activity on social media.
61. The Service Provider will ensure the Customer has access to a range of information about healthy eating relative to their type of Service.
62. The Service must be capable of being operated successfully within the constraints of space, facilities and other services (as applicable).
63. The Service Provider is expected to vary meal Service times upon reasonable notice by the Customer.

## **SERVICE AND CONTRACT MANAGEMENT**

64. The Service Provider must have clear contract management policies, agreements and procedures in place and be able to evidence an ongoing process of review, monitoring and reporting throughout the lifetime of any Contract awarded under the Framework, including real time feedback mechanisms as required. This may include but is not limited to the number and types of meals provided, meal and food costs and details of complaints and resolutions.
65. If requested by the Customer, the Service Provider will send the appropriate personnel to each review with the Customer be these as a collective or individual site which will focus in detail on the Services delivered to that Customer. The frequency of the review meetings will be determined in accordance with Customer requirements at the further competition stage. The Service Provider shall comply with the monitoring arrangements and service levels referred to in the Call-Off Agreement.
66. For the avoidance of doubt attendance at review meetings will be at no cost to the Customer.
67. The Service Provider will ensure that an account manager is available to assist/liaise with the Customer if required by the Customer.
68. The Service Provider will be required to produce evidence of effective contract management performance by agreeing objectives, targets, and service levels with the Customer prior to the start of the Contract. The reporting process will be agreed and then closely monitored.
69. The Service Provider will provide, where necessary, reports at agreed intervals to the Customer illustrating their performance against the standards set and any additional information which may be required.
70. The Service Provider shall have a formal complaints procedure in place, which details the appropriate handling, Customer and/or Service User communication, documenting, root cause analysis (as appropriate), corrective actions and effective resolution of all complaints.
71. The Service Provider will undertake periodic Customer and/or Service User satisfaction surveys, or similar, including feedback and review of outcomes with the Customer. It is expected that the Service Provider will use this information to effectively inform future developments and proactively address any concerns. The Service

Provider must notify the Customer of any serious Service User complaints as soon as it is reasonably practicable.

## **DUE DILIGENCE**

72. Any documents and/or Products supplied particularly in relation to food and Service safety, legality, provenance, certification and quality, shall be open to inspection by the Customer and/or any authorised agents acting on their behalf upon reasonable notice by the Customer throughout the term of the Contract.
73. The Customer and/or their appointed agents (such as consultants) reserve the right to undertake random Product sampling, observe of the Service provision and/or collect feedback from Service Users and Staff at any time during the Contract Term to verify the Service provided is in line with the Specification and Customer Contract.

## **SUSTAINABILITY**

74. The Service Provider shall support the Customer with their commitment to reducing their impact on the environment.
75. The Service Provider may be required to, where requested by the Customer, supply Products and Services in accordance with the Customer's sustainability, environmental, economic and social policies. Details will be provided by the Customer to the Service Provider.
76. The Service Provider shall be proactive in ensuring awareness of and compliance with relevant legislation and government initiatives that promote sustainability. Where such legislative changes impact on Products and/or Services supplied under the Framework, the Service Provider will keep the Customer informed.
77. Where requested the Service Provider will provide, a copy of their policy statement in respect of environmental sustainability to the Customer, that details their organisation's commitment to meeting environmental, economic and social legislation, codes of practice and standards.

## **CATERING EQUIPMENT**

78. If requested by the Customer at the further competition stage, replacement of catering equipment may include within the scope the following services: delivery to site, installation, training, advice and the removal of obsolete equipment should any of those services be requested at the further competition stage.
79. The Service Provider shall ensure all catering equipment to be provided to the Customer complies with all relevant standards including: UK legislation and technical and quality standards as published by British Standards (National Standards Body of the UK) the International Organisation for Standardisation (ISO), European Standards (EN) (where applicable) or other reputable or equivalent body that a skilled and experienced catering equipment supplier would reasonably be expected to comply with.
80. The Service Provider must be able to provide a flexible and tailored solution to support the Customer to accurately assess their requirements including advice on equipment selection (features and benefits), equipment locations and training on the correct use of the equipment.
81. The Service Provider shall liaise with the Customer to ascertain the scope of work involved regarding any installation requirement including, but not limited to the following:
  - 81.1 Location;
  - 81.2 Reasonable access;
  - 81.3 Clearance from other units/walls/furniture;
  - 81.4 Electricity, gas and water supply and proximity;
  - 81.5 Ventilation;
  - 81.6 Sufficient load bearing capability to ensure satisfactory working of the Equipment;
  - 81.7 Health and Safety Legislation;



- 81.8 Provision for stair walkers and four individual lift scenarios where required;
  - 81.9 Equipment compatibility.
82. All equipment supplied must present no hazard to health and safety if or when properly installed and operated. All the equipment supplied should be of good quality design and construction and manufactured from good quality materials suitable for the use for which the equipment has been designed.

#### **SERVICE AND MAINTENANCE OF CATERING EQUIPMENT**

83. If requested by the Customer, the Service Provider shall be able to arrange for technical maintenance service covering the equipment used in the provision of the Catering Service. The maintenance service offered may include, but not be limited to network connections, planned preventative and breakdown maintenance (including emergency), maintenance for software, remote support, network support, replacement parts, firmware upgrades warranty repairs and extended warranty repairs.
84. The Service Provider shall be able to provide a flexible and tailored solution to support the Customer to accurately assess their requirements including advice on the different service and maintenance options available.
85. The Service Provider will be required to provide to the Customer information that details the equipment service records of all equipment maintained under the Customer's Contract. The content and format of the maintenance report will be agreed with the Customer and shall include but not be limited to:
- 85.1 Maintenance and service dates;
  - 85.2 Remedial work carried out;
  - 85.3 Notes for servicing.
86. The Service Provider shall give the Customer reasonable notice prior to the maintenance and service date of the equipment to arrange for the work to be done. No work shall be undertaken without prior authorisation from the Customer.
87. The Service Provider shall take all necessary steps to ensure that while any item is being serviced or maintained the provision of the Service is not disrupted.
88. In the event that a piece of equipment is deemed to be hazardous, the Service Provider must inform the Customer immediately and prevent the equipment from being used further e.g. disconnection from electricity, gas and or water services.

#### **KITCHEN CLEANING**

89. All services performed by the Service Provider shall be in accordance with good industry practice, and all statutory and legal legislation in connection with the provision of cleaning services. Any occurrence of spills and debris must be attended to without delay.
90. The Service Provider shall carry out cleaning services in accordance with the Customer specification. The Service Provider shall be responsible for monitoring the provision of the cleaning services to ensure a high-quality cleaning service is provided.
91. If requested by the Customer, the Service Provider shall carry out cleaning services outside the normal operating hours, or where emergency work is required.
92. The Service Provider shall provide detailed work schedules for each of the Customer's premises which must be available for Customer's inspection. The schedule of works shall commence on a day to be agreed with the Customer and shall continue without interruption, except for where a break has been agreed between the Customer and the Service Provider. In the event of an agreed break, work shall be resumed immediately after the expiration of the agreed break.
93. The Service Provider shall use their best endeavours to ensure that during the cleaning service there will be

minimum disruption to individuals present at the Customer's premises, and that the health and safety of these individuals are protected.

94. All costs for the supply of materials, consumables and equipment shall be included in the cleaning service.
95. The Service Provider shall provide and use all materials and equipment it considers necessary to clean the different fabrics encountered in the Customer's premises to achieve the performance requirements as specified by the Customer while ensuring that the existing condition and appearance of all cleaned items and surfaces are not degraded in any shape, appearance or construction and that the life expectancy of the fabric of the premises is not diminished in any way as a direct result of the Service Provider's cleaning operations. The Service Provider will be liable in respect of any damage done to cleaned items or surfaces if the cleaning products or equipment used are not designed for the application made or else by spillage of cleaning products or lack of due care in applying a cleaning product.
96. Where the Service Provider has access to equipment for the purpose of cleaning including dishwashing as provided by the Customer this shall be utilised and must be operated strictly in accordance with the procedures agreed with the Customer. In the absence of such equipment, including any periods of temporary decommission, alternative methods of cleaning including dishwashing shall be deployed ensuring that standards of cleanliness and hygiene agreed with the Customer are maintained.
97. The Service Provider is required to notify the Customer of all cleaning materials proposed to be supplied and used by the Service Provider in connection with the performance of the Customer's Contract which must be approved by the Customer prior to use.
98. The Service Provider must ensure all their Staff members are fully trained in handling these materials in line with infection control procedures and manufacturer's guidelines.
99. Toilets are provided for the sole use of the Service Provider's Staff, the Service Provider may be responsible for the daily cleaning of such facilities. In such cases, materials and equipment used for cleaning toilets must be uniquely identifiable and used for this purpose only. The Service Provider may be required to supply all consumables including, as appropriate, toilet rolls, soap, paper towels and sanitary disposal units.

#### **KITCHEN DEEP CLEANING**

100. If requested by the Customer, the Service Provider shall ensure deep cleaning services are carried out in accordance with the Customer's specification. This may be a one-off or on-going reactive or planned service deep cleaning service, agreed at the further competition stage.
101. The Service Provider shall offer and maintain a high standard of kitchen hygiene through thorough, regular cleaning. Burnt on carbon and fat deposits are to be removed, ensuring any potentially harmful bacteria are eliminated. Ensuring floors, walls, ceilings, lights and all kitchen fittings and equipment are thoroughly cleaned.
102. The Service Provider shall be able to arrange for a regular kitchen duct and ventilation cleaning process to remove the most common cause of fires within the kitchen by removing grease and carbon deposits from the duct work. The ventilation cleaning must adhere to (B&ES Publications) TR/19 Guide to Good Practice – Internal Cleanliness of Ventilation Systems or equivalent. Details can be found at: <https://www.thebesa.com/>

#### **CUSTOMER MANAGEMENT INFORMATION**

103. The Service Provider shall provide full, accurate and complete management information (MI) reports to the Customer. The reports shall include as a minimum:
  - Meals served (Howden Junior / Howden Infant)
  - Paid Meal uptake % Howden Junior
  - Successes, missed opportunities
  - Waste
  - Sustainability
  - Customer feedback

104. All MI reports must be completed and returned to the Customer monthly.

## BESPOKE CUSTOMER REQUIREMENTS

105. Where the Service Provider has access to the Customer's equipment as part of the Service provision a full inventory should be undertaken, open to review as equipment changes, accompanied by details as to how this will be utilised, limitations on use, e.g.: only for the Service provided and maintained, including any temporary decommission and alternative methods of cleaning to ensure food safety standards are maintained.
106. Within this specification the term 'education establishments' are taken to mean infant schools, primary schools, secondary schools, special schools, nurseries, academies, colleges, universities, technical schools/colleges and/or any other public sector learning institutions.
107. The Service Provider will operate in compliance with all current UK and where applicable EU legislation with regards to standards and nutritional requirements for school food. The Service Provider will be familiar with the following reference points and the legislation, good practice and recommendations therein shall be treated as the minimum quality standards for the Service provided within Lot 1.
- 107.1 The Requirements for School Food Regulations 2014: <https://www.legislation.gov.uk/uksi/2014/1603/contents/made>
- 107.2 School food in England, Departmental advice for governing boards: <https://www.gov.uk/government/publications/standards-for-school-food-in-england>.
- 107.3 The School Food Plan: <http://www.schoolfoodplan.com/>.
- 107.4 Department of Education Nutritional standards: <https://www.education-ni.gov.uk/articles/nutritional-standards>.
- 107.5 Service provision outside of England should adhere to the equivalent legislation, regulations, good practice and recommendations for Scotland, Wales or Northern Ireland.
108. The Catering Service for education establishments will typically be required during lunchtime on every school day during term time, typically Monday to Friday inclusive. It should not be assumed that every education establishment operates standard term times and this will be outlined at the further competition stage.
109. The Customer may also require a breakfast and/or after school Service at the start and/or end of the school day; a break time Service, serving snacks and refreshments; packed lunches for students and staff during school outings; an "all day" Service for post 16 and/or adult education establishments, offering hot and cold "food to go", catering for teaching staff, visitors, etc.; catering for summer schools; catering for other community provision and events and teacher training days, all of which shall be agreed at the further competition stage.
110. The Service Provider is expected to offer a flexible and tailored service to the Customer to support take up of Universal Infant Free School Meals (UIFSM). Further information can be found at: <https://www.gov.uk/guidance/universal-infant-free-school-meals-guide-for-schools-and-local-authorities>.
111. Where the Service Provider is required to administer the payment for school meals the Customer will agree the systems, policies, procedures and payment mechanisms, including those for universal free school meals, for this at the further competition stage
112. The Service Provider shall comply with any data gathering required by local or national government in relation to the take-up of school meals.
113. The Service Provider shall be familiar with their Local Child Safeguarding Board, their website and all related legislation and good practice guidance contained therein. The Service Provider must have in place up to date policies and procedures which are accessible to Staff, meet the requirements of their local safeguarding board and are available to and support the Customer's approach and commitment to safeguarding. Staff must be trained in safeguarding, recognising the signs of abuse and neglect and committed to the proactive reporting of any concerns.

## **Key Performance Indicators**

The Customer will require, apply and monitor the following KPIs as part of their Contract set up and on-going Contract management. The implementation of these KPIs will be confirmed at the mobilisation of the Contract.

## **Mobilisation / Pre-Service Commencement**

1. The Service Provider will liaise and assist the Customer during the mobilisation period to ensure the Service is in place and ready to commence at the Service start date 22<sup>nd</sup> April 2025.

## **Customer Relationship**

2. The Service Provider will hold performance review meetings with the Customer at least termly.

## **Menus**

3. The Service Provider will ensure that menus are adhered to as published and agreed; changes should only be made with prior approval by the Customer.
4. The Service Provider will ensure that appropriate consultation about new menus will take place with the Customer, sufficiently in advance to enable the Customer to make any amendments.

## **Standards and Guidance**

5. The Service Provider will ensure kitchen premises achieve a hygiene rating of 4 as a minimum.
6. The Service Provider will evidence how the menus meet the Children's Food Trust guidance and nutrient based standards.
7. The Service Provider will ensure that their Staff clean and maintain the kitchen equipment regularly to a high standard and such equipment is used and maintained using the manufacturer's guidelines. All rubbish is removed from the kitchen and dining area to a designated location on-site in a timely, safe and hygienic manner. The Service Provider will provide the Customer with cleaning records. Customer's Business Manager, Exec Head Teacher, Trust Catering Manager or Assistant Director of Estates and Facilities will make regular assessments and the overall performance will be discussed at the performance review meetings.

## **Special Diets**

8. The Service Provider will report any special diet requests received and how they've been accommodated, and the meals provided.
9. The Service Provider will evidence that they provide sufficient labelling for pupils/students, staff and visitors at the point of sale to be able to see at a glance whether any food they are considering contains any of the notifiable allergens and could be dangerous to them. This should also include information on menus and on packaged and non-packaged products at the point it is available to the consumer.

## **Service User Feedback**

10. The Service Provider will provide evidence of the surveys they have undertaken, the method used, the outcomes and the actions taken to address the points raised. Surveys to be conducted twice per year and presented to the Customer.
11. The Service Provider will take appropriate action to address all complaints received and maintains records of responses. The Service Provider shall be able to demonstrate the number of complaints satisfactorily closed out against received.

## **Service Marketing**

12. The Service Provider will provide to the customer, on a termly basis, a marketing calendar and examples of marketing activities which are proposed to take place at the Customer's site. The customer will review and comment on this as part of the on-going contract management activities.

## **Staffing and Service Delivery**

13. The Service Provider will ensure that staffing levels are maintained at the levels proposed in their original tender.
14. The Service Provider will ensure 100% business continuity for every school day. All incidences of staff absence will

be reported to the Customer. Service delivery issues will be recorded and reported at the performance review meetings.

#### **Staff Recruitment, Vetting and Training**

15. The Service Provider will provide evidence of staff training and vetting which has taken place.
16. Procedures are in place to address staff appraisal, skills training, progression opportunities and food hygiene and allergy training etc.

#### **Management and Supervision**

17. The Service Provider shall provide a suitably nominated contact as the Contract Manager for the life of the Contract.
18. The Service Provider will immediately notify the Customer of any management structure changes.

#### **Service Development**

19. The Service Provider will increase and/or sustain the uptake of school meals for the Customer. They will provide current and historic (as appropriate) uptake data at least termly.
20. The Service Provider will respond effectively to provide the Service for any ad hoc one-off Customer events.
21. The Service Provider will provide support and play a proactive role in assisting the Customer to achieve and maintain relevant food-related accreditation such as Food for Life.
22. The Service Provider will provide evidence of local produce/services which have been used.
23. The Service Provider will evidence they are working towards using recyclable sources or any packaging used is to be capable of being recycled.
24. The Service Provider will advise the Customer of any other Service developments which are planned for the future.