

Award Criteria for Catering Contract

MINIMUM REQUIREMENT	Question Weighting %
Innovation 15%	
How will you enhance the student and staff experience	25
How will you introduce and replicate High Street concepts?	25
What plans for capital investment do you have and how would this be funded?	30
Presentation	20
Menus & Food Experience 20%	
Please submit a copy of your proposed menu and tariffs, including hospitality menus.	50
Please provide details of typical Fairtrade or similar products used.	10
Please provide details of locally and regionally sourced products.	10
Presentation	30
Customer Requirements (15%)	
Please give full details of proposed KPI's.	20
What specific measures would you introduce to ensure a balanced approach to healthy eating is taken into consideration?	40
Please provide details of your waste management / recycling procedures.	20
Presentation	20
Account Management & Technical Support (10%)	
How would you address the mobilisation and staff issues? Please provide an implementation plan detailing pension provision where applicable.	15
Please give details of what customer service training you will be providing?	15
Staff training plan to ensure all legislative requirements are met on an ongoing basis for basic food hygiene, health and safety and environmental, including intermediate supervisory training	15
Please give full details of pension provision, and TUPE transfer	25
Presentation	30
Financial Schedules (25%)	
Guaranteed Trading Account - Year 1 (including non-recoverable VAT)	40
Financial Summary - Years 2 - 5 (including non-recoverable VAT)	60
Added Value (15%)	
What specific plans do you have to add value to the offer e.g. new outlets, changing destination points, avoid queuing?	25
Do you operate any incentive schemes? Please give examples.	25
Please give details of student work place opportunities apprenticeship opportunities / work experience placements / curriculum enrichment opportunities'	30
Presentation	20

The objectives of your Tender should be to:

- Demonstrate the suitability of your company in the provision of this service;
- Demonstrate the value for money which your company offers when providing these services;
- Identify the potential for further benefit to this University should it accept your proposal;
- Demonstrate innovations for improving the catering facilities and customer service experience;
- Give full details of your policy on local sourcing;
- The provision must cater for the following different customer groups and nationalities within the University.
- Fairtrade is very popular with students and they are very aware of the need to support sensitive issues such as Fair-trade, sustainability and recycling. Therefore Contractors are to be proactive in these areas.