

Competitive Dialogue Brief

The purpose of this brief is to provide specific background information on the University of Sunderland and its vision for catering, hospitality and vending. The themes will be further developed in the competitive dialogue session.

Objective of the Tender Exercise

Facilities are committed to support the organisations' aspirations to become a Civic University and its strategic aim:

“To provide a University campus environment and a range of facilities, both recreational and educational, which are attractive, accessible and stimulating”. Source: University of Sunderland Corporate Plan (2004/05 to 2009/10).

To support this aspiration to further enhance the student experience and in conjunction with re-development activity, the University of Sunderland is undertaking a tender exercise, which encompasses the extent of its current portfolio, i.e. catering, vending and delivered hospitality

The emphasis of this exercise is to consider the appointment of appropriately qualified company/s, who demonstrate the expertise to deliver an enhanced “Student Experience”. To develop and grow the catering service(s) to their full potential, and to specifically manage and supply, high quality, innovative and competitively priced services across its two campuses from September 2009.

University of Sunderland Background Information

City Campus – approx 6,600 students

The demographics of City Campus have altered considerably over the past 24 months. Renovation of old buildings, together with the relocation of support departments and corporate headquarters has rejuvenated the site. There are also several outlying teaching buildings located around the City Campus including the Priestman Building and The Design Centre.

City Campus is at the heart of regeneration plans. Recent developments include the student Gateway, a ‘one stop shop’ for student services, with social space and catering facilities helping students obtain the most out of student life.

Other state-of-the-art facilities include the impressive Murray Library which has a new Fair, Ethical & Sustainable Café. The science complex boasts a modern range of laboratories for students undertaking science programmes.

The new “City Space” sports and social building is under construction and opens in September 2009. The building will have sport, leisure, recreation, catering and social space as its core components and will be open seven days per week over 50 weeks of the year to accommodate private membership and community use in addition to student and community activity.

Catering Vision for City Campus

Whilst full outlet information will be included in the tender pack a brief overview is detailed below

City Space

- Food Court: Ground floor catering service to offer supersnacking, with theatre cooking and deli bar offer. Kitchen has been designed in conjunction with Russell Partnership and will be equipped and complete by mid August 2009. Hours of operation to be agreed.
- City Lounge: Integrated licensed café bar, offering fresh juices and, a bean to cup drinks offer with impulse lines. The retail shop will provide a grab and go food offer, distress, impulse and needs lines. Design and investment are required for this area
- Vending: Comprehensive suite on the ground floor.
- Hospitality: Production kitchen integrated into main kitchen. Separate stills area.

Murray Library

- Murray Library Café: Retain as Fair, Ethical and Sustainable café offer
- Vending: Comprehensive suite to remain on the ground floor.

Ashburne House

- Ashburne Café: To retain as current provision until closure in Summer 2010.

Sir Tom Cowie Campus at St Peter's – 4,038 students

On the north bank of the River Wear the award winning Sir Tom Cowie Campus at St Peter's comprises of the Faculty of Business and Law, the impressive David Goldman Informatics Centre and the internationally acclaimed Media Centre. A total investment of over £50m provides some of the best learning and support facilities in the country.

The site is popular for University open days, events and conference business. Surrounding facilities include; St Peter's Gate, City of Sunderland 6th Form College and the National Glass Centre

Planned developments will see a retail shop opening on campus by September 2009. This is in addition to the redevelopment of the Prospect Building into a social learning space providing opportunities to update current catering facilities in the building from September 2009.

Catering Vision for St Peters Campus

Whilst full outlet information will be included in the tender pack a brief overview is detailed below

Prospect Building

- Food Court : At lower ground level providing a super snacking, mirroring City Space incorporating a deli bar offer with the opportunity to serve alcohol.
- Coffee Cart : On the upper ground level at peak times only.

The aim is to keep the lower catering space open and active for as many hours of the day as possible with varying levels of catering offer in the space to match demand profiles.

New front of house design and equipment required for this new service, in addition to some back of house re-modelling. Investment, design and planning to be undertaken in conjunction with the university

David Goldman Informatics Centre (DGIC)

- Vending Suite: To be retained

Reg Vardy Centre (Faculty of Business and Law)

- Coffee Pod: To remain as current provision of Coffee pod serving fresh ground coffee and quality cake, snack offer.

Media Centre

- To develop high quality vending as DGIC.

Reg Vardy Centre

Retail: The existing bookshop will be vacant from early 2009. New retail offer to include 'grab and go' food (sandwich, drinks, confectionary), which will only be served from this outlet on campus, magazines, stamps, general stationary etc and distress items paracetamols, tissues, etc. Investment to support a full fit out would be required.

Vending Vision

Libraries on both sites are open 24/7 and vending is fundamental to supporting this activity. Vending will continue to be an extension of the catering service with the same underlying themes, innovation and high quality.

The university requires a fully managed contract for vending and will provide selling space in return for commission derived from turnover. The supplier will be required to supply new machines at their own cost and keep them updated at their own cost.

Hospitality Vision

Hospitality is to be awarded on a framework arrangement to provide choice for users. The University requires a full range of hospitality services which continue to be an extension of its catering service with the same underlying themes, innovation and high quality. Delivery is required to all campus buildings. The nature of university hospitality is volumes of smaller numbers, therefore suppliers must have the resource to deal with this level of demand.

Current Position: Supplementary Information

- **Fair, Ethical and Sustainable Philosophy**

The University has Fairtrade status; all catering outlets, hospitality and vending services serve fairtrade drinks as a standard and ONE water is the only water sold. Menus feature a range of local produce and are developed considering the diversity of the University community, and integrate a range of healthier options including organic products. An active supporter of the environmental agenda, recycling is in operation in all catering outlets, and the current service also supports a local green charity through the sale of jute bags.

- **Customer Feedback**

The use of customer feedback and consistent benchmarking such as the HEFCE Value for Money report, coupled with sharing of best practice with other institutions and investigation into high street trends have been invaluable tools to inform the business. Consequently the service can demonstrate that it is consistently delivering what the customer requires in terms of food offer, range, pricing and convenience. Recent independent customer surveys by The Russell Partnership ranked Sunderland as receiving the highest scores for customer experience in the sector.

- **Current Outlets**

To meet customer expectations, catering provision is delivered through a combination of in-house and client managed concessions. Current outlets are as follows:

City Campus

- In-House: Murray Library Café, Executive/Corporate hospitality, Ashburne House.
- Concessions: Greggs in the Gateway, O'Brien's Café in Priestman.
- Outsourced: Delivered hospitality services, fully managed vending service.

St Peters

- In House: 3 outlets in the Prospect Building. Delivered Hospitality, Coffee Pod in RVC
- Outsourced: Fully managed vending service.

Turnover Figures

Turnover figures for current outlets/services and projections for new and redeveloped outlets are available and will be made available during the competitive dialogue meeting.