



**INVITATION TO TENDER (ITT) FOR:  
CATERING SERVICES  
City of Glasgow College**

**CONTRACT PERIOD:  
Three years with a one year option to extend**

**APUC REFERENCE: CS/CoGC/15/052  
PCS-T Project\_5428**

City of Glasgow College  
300 Cathedral Street  
Glasgow  
G1 2TA

Dear Bidder

**INVITATION TO TENDER FOR:  
THE MANAGEMENT OF CATERING SERVICES**

You are invited by City of Glasgow College to tender for the above all in terms of, and in accordance with, the Invitation to Tender (ITT) of which this Invitation to Tender Letter forms part.

Your Tender must be submitted in accordance with this Invitation to Tender Letter, and in accordance with the schedules and attached appendices, all of which shall be deemed to form and to be read and to be construed as part of this Invitation to Tender.

Tenders will be advertised and issued through the Public Contracts Scotland Tender Portal (PCS-T) and returns are required by **12pm on Friday 11<sup>th</sup> March 2016**.

Bidders must submit their response by completing the following on PCS-T:

- Qualifications Envelope
- Technical Envelope
- Commercial Envelope

Please note that for ease of reading, a complete copy of this ITT document has been added to the PCS-T site under 'Attachments'.

Correspondence connected with the tender that requires attention before the above date should be submitted through the PCS-T messaging area.

It is the responsibility of all Bidders to ensure that their tender is submitted not later than the appointed time. Tenders received after that time may not be considered.

City of Glasgow College is not bound to accept the lowest or any tender. City of Glasgow College reserve the right to cancel or suspend this procurement procedure at any time. City of Glasgow College may award this contract in part if deemed appropriate.

APUC Ltd is administering the tender process on behalf of the College. Contact details are as follows: Deborah Fagan, Procurement Manager, Tel: 0141 271 6309, [dfagan@apuc-scot.ac.uk](mailto:dfagan@apuc-scot.ac.uk)

Yours sincerely,

**Fares Samara**  
**Executive Director of Infrastructure**  
**City of Glasgow College**



## **Table of Contents**

<b>Schedule 1</b>	<b>Instructions and Information for Bidders</b>
<b>Schedule 2</b>	<b>Overview of Requirements</b>
<b>Schedule 3</b>	<b>Specification</b>
<b>Schedule 4</b>	<b>Provisional Staff</b>
<b>Schedule 5</b>	<b>Information to be provided in Tender Response</b>
<b>Schedule 6</b>	<b>Pricing Schedule</b>
<b>Schedule 7</b>	<b>Key Performance Indicators</b>
<b>Schedule 8</b>	<b>Terms and Conditions of Contract</b>
<b>Schedule 9</b>	<b>Minimum Standards, Evaluation Questions and Scoring Methodology Guidance</b>
<b>Schedule 10</b>	<b>Tender Checklist</b>
<b>Appendix A</b>	<b>Parent Company Guarantee</b>
<b>Appendix B</b>	<b>Freedom of Information Schedule</b>
<b>Appendix C</b>	<b>Non Collusion Certificate</b>
<b>Appendix D</b>	<b>Form of Tender</b>
<b>Appendix E</b>	<b>City of Glasgow College Campus Plans</b>
<b>Appendix F</b>	<b>Heavy and Light Catering Equipment – City Campus</b>
<b>Appendix G</b>	<b>Heavy and Light Catering Equipment – Riverside Campus</b>
<b>Appendix H</b>	<b>Terms and Conditions of Contract</b>
<b>Appendix I</b>	<b>Information relating to Staff Transfers (TUPE)</b>
<b>Appendix J</b>	<b>Food, Hospitality and Events in the City Campus</b>
<b>Appendix K</b>	<b>Curriculum Catering</b>

**INSTRUCTIONS & INFORMATION FOR BIDDERS**

**1. General Information**

APUC on behalf of the College are using an e-Tendering System for this procurement exercise. The system is called Public Contract Scotland-Tender (PCS-T) and can be accessed via the Public Contracts Scotland (PCS) website. The Invitation to Tender is only available in electronic form which can be accessed via your web browser. No hard copies will be accepted.

Bidders are required to complete the Online Qualification, Technical and Commercial Questionnaires on PCS-T (Qualification, Technical and Commercial Questionnaire tab at the left hand side of the screen) in accordance with the instructions in this Invitation to Tender document and relevant Appendices. These documents are located in the "Attachments" tab.

The information contained in the Invitation to Tender document is designed to ensure that completed Tender Responses are given equal and fair consideration. It is important that Bidders provide all the information asked for in the format and order specified.

Bidders should read the Invitation to Tender document carefully before submitting a Tender Response. Failure to comply with the instructions for completion and submission of a Tender Response will result in elimination from the procurement exercise.

**2. Duration of Contract**

The Contract will commence on 1st August 2016 for a period of three years with an option to extend by a further 12 months, subject to the service provider's performance and at the sole discretion of the College.

**3. Tendering Timetable – Key Dates**

Tender Issued and Advertised	4 <sup>th</sup> February 2016
Site Visits	15 <sup>th</sup> February 2016
Clarification Deadline	19 <sup>th</sup> February 2016
Clarification Responses	26 <sup>th</sup> February 2016
Tender Return Date	11 <sup>th</sup> March 2016
Evaluation	14 <sup>th</sup> March – 8 <sup>th</sup> April 2016
Presentations	w/c 4 <sup>th</sup> April 2016
Inform Bidders of intention to award	8 <sup>th</sup> April 2016

Standstill Period	10 Calendar Days
Appointment of Successful candidate	25 <sup>th</sup> April 2016
Contract Commences	1 <sup>st</sup> August 2016

The proposed timetable is only a guideline. The College reserves the right to make any changes it deems necessary to the proposed timetable.

#### 4. **Clarification Regarding the Invitation To Tender**

All communications from Bidders during the procurement exercise must be undertaken using the messaging portal on PCS-T. No other method will be accepted.

Any request for clarification about the procurement exercise should be submitted via the secure messaging portal on PCS-T. All responses to any questions will be circulated to all Bidders via the messaging portal on PCS-T.

If APUC consider any request for clarification to be of significance to other Bidders, APUC will circulate on a regular basis the clarification together with the Colleges response (but not the source of clarification) to all Bidders involved in the procurement exercise.

Where a Bidder believes that a request for clarification is commercially sensitive e.g. where disclosure of such clarification and the response would or would be likely to prejudice its commercial interests, the Bidder should clearly indicate that the clarification is commercially sensitive. However, if APUC at their sole discretion do not consider that the clarification is commercially confidential in nature, APUC will either circulate the clarification to all Bidders or the Bidder may withdraw the clarification.

APUC reserve the right not to respond to a request for clarification or to circulate such a request where it considers that the answer to that clarification would or would be likely to prejudice the Colleges commercial interests. In such circumstances, APUC will inform the relevant Bidder.

The closing date for Bidders to raise questions by is:

**Close of business on 19 February 2016**

#### 5. **Tender Evaluation Criteria**

The tender evaluation shall be carried out in 4 parts:

- Part A – Minimum Standards
- Part B – Commercial Evaluation
- Part C – Technical Evaluation
- Part D – Technical Evaluation - Presentation

##### **Part A – Minimum Standards (Qualification Envelope)**

In accordance with Regulation 23 of The Public Contracts (Scotland) Regulations 2012, City of Glasgow College may treat a Bidder as ineligible or decide not to select a Bidder on one or more of the grounds of Business Probity as stated in Schedule 9 – Minimum Standards, Evaluation Questions and Scoring Methodology Guidance. In

addition, City of Glasgow College shall treat as ineligible and shall not select a Bidder that has been convicted of any of the offences outlined in the same Schedule.

A series of Minimum Standards are included in the table below.

**Bidders should note that these Minimum Standards are mandatory and that failure to provide adequate evidence of how these standards are met will result in exclusion from the tendering process.**

### **Part B and C - Commercial (Commercial Envelope) and Technical (Technical Envelope) Evaluation**

Each Bidder passing the Minimum Standards will then be subject to both commercial and technical evaluation.

The aim of the evaluation is to select the tender(s) which represent the best long term value for money. Tender selection will be based on the Most Economically Advantageous Tender.

The written commercial analysis will ensure that Bidders' financial offers are fully evaluated to offer value for money.

The written technical analysis will ensure that Bidders have met the outputs contained in the Specification and other requirements detailed in Schedule 5 - Information to be provided in the Tender Response.

### **Part D – Technical Evaluation - Presentation**

Following the written evaluation, Bidders shall be invited to attend a presentation which will contribute to the overall bid evaluation process.

The Bidder with the highest overall score shall be awarded the contract.

Please note that Bidders must respond to all aspects requested through PCS-T. It is not sufficient to partially respond.

A commercial technical Ratio of **30:70** will be applied.

### **Award Criteria, sub-criteria and weightings**

	<b>Weighting (%)</b>	<b>Award Criteria</b>	<b>Reference to Tender Section</b>	<b>Question Weighting (%)</b>
<b>Commercial</b>	<b>30%</b>	<b>Price Bid</b>	<b>3.1</b>	
<b>Technical</b>	<b>55%</b>			
	<b>10%</b>	<b>Mobilisation and Commissioning</b>	<b>2.1</b>	
		Mobilisation and Commissioning	<b>2.1.1</b>	<b>10%</b>
	<b>5%</b>	<b>Staffing</b>	<b>2.2</b>	
		Staffing Proposal	<b>2.2.1</b>	<b>2.5%</b>

		Training Plan	2.2.2	2.5%
	25%	<b>Service Delivery – Method Statements</b>	2.3	
		Brands and Variety in the Proposed Food Offers	2.3.1	10%
		Service Delivery Approach	2.3.2	5%
		Free Issues (Unplanned Hospitality)	2.3.3	1%
		Menu Proposals	2.3.4	5%
		Customer Surveys	2.3.5	2%
		Continuous Improvement Plan	2.3.6	1%
		Complaints and Dispute Resolution Procedure	2.3.7	1%
	5%	<b>Working in Partnership</b>	2.4	
		Partnership Approach	2.4.1	5%
	3%	<b>Environmental Concerns</b>	2.5	
		Waste Disposal	2.5.1	3%
	7%	<b>Business Contingency and Exit Strategy</b>	2.6	
		Business Continuity and Contingency Plan	2.6.1	5%
		Exit Strategy	2.6.2	2%
<b>Presentation</b>				
<b>Presentation</b>	15%		2.8.1	15%

## 6. Bidder Information Collection

It is the responsibility of the Bidder to obtain for themselves at their own expense any information necessary for the preparation of their tender and for any costs incurred during the tendering process.

## 7. Confidentiality

Subject to the provision of the Freedom of Information (Scotland) Act 2002, the contents of this Invitation to Tender and of any other documentation sent to any Bidder in respect of this procurement exercise are provided on the basis that they remain the property of the College and/or relevant body. Bidders shall treat the contents of the Invitation to Tender and any related documents as confidential and shall take all necessary precautions to ensure that all information is treated as such and not disclosed or used other than for the purpose of this procurement exercise by the Bidder.

No Bidder will undertake any publicity activities with any part of the media in relation to this Invitation to Tender without the prior written agreement of the College, including agreement on format and content of any publicity.

The appointed consultant may not disclose any information obtained as part of this assignment or carry out any publicity activity without the prior written consent of the College.

## 8. Information Disclosure and the Freedom of Information (Scotland) Act 2002



All information submitted to City of Glasgow College may need to be disclosed and/or published by City of Glasgow College. City of Glasgow College may disclose information in compliance with the Freedom of Information (Scotland) Act 2002, (the decisions of City of Glasgow College in the interpretation thereof shall be final and conclusive in any dispute, difference or question arising in respect of disclosure under its terms), any other law, or, as a consequence of judicial order, or order by any court or tribunal with the authority to order disclosure.

Further, City of Glasgow College may also disclose all information submitted to them to the Scottish or United Kingdom Parliament or any other department, office or agency of Her Majesty's Government in Scotland or the United Kingdom, and their servants or agents. When disclosing such information to either the Scottish Parliament or the United Kingdom Parliament or their executive bodies, it is recognised and agreed by both parties that City of Glasgow College shall, if they see fit, disclose such information and are unable to impose any restriction upon the information that they provide to Members of the Scottish Parliament, or Members of the United Kingdom Parliament.

Accordingly, if you consider that any of the information included in your bid is commercially confidential, please complete and return Appendix B – Freedom of Information Schedule. It should be noted though, that, even where you have indicated that information is commercially sensitive, City of Glasgow College may disclose this information where they see fit. Receipt by City of Glasgow College of any material marked “confidential” or equivalent should not be taken to mean that City of Glasgow College accept any duty of confidence by virtue of that marking.

#### **9. Modifications to the Invitation To Tender by City of Glasgow College**

Bidders may modify their Tender response prior to the deadline for Tender Responses via PCS-T. No Tender Responses may be modified after the Tender Response deadline. Bidders must ensure that they have published their Tender Response for their Tender to be considered and evaluated. **The Bidder will receive a confirmation email from PCS-T once the Tender has been published.**

Any modification to the Invitation to Tender by the College will be notified to Bidders no less than 3 working days prior to the Tender Response deadline. If appropriate, the Colleges will revise the Tender Response deadline to accommodate this.

Bidders may withdraw their Tender Response at any time prior to the Tender Response deadline.

#### **10. Withdrawal and Replacement of Tenders**

In the event that a Bidder identifies an error in its tender after submission but before the tender return date, the Bidder must notify City of Glasgow College's nominated contact. This will enable the Bidder to work on a revised tender and resubmit it.

#### **11. Receipt of Tender Response**

Tender Responses must be uploaded on PCS-T prior to the time and date set out in the Proposed Timetable. Tender responses received before that deadline will remain unopened until that deadline or such time thereafter when all Tender Responses will be opened. The Colleges reserve the right to reject Tender Responses received after that deadline and disqualify any incomplete Tenders.

By issuing this Invitation to Tender, APUC reserve the right not to award the Contract for some or all of the goods and/or services for which Tender Responses are invited.

## **12. Accuracy of Tender Response**

Bidders will be deemed to have examined all the documents enclosed with this Invitation to Tender and will be held to have fully informed themselves as to the nature and extent of the requirements detailed in the Invitation to Tender. Bidders must check the accuracy of their tender submission prior to return, paying particular attention to clerical errors and omissions. City of Glasgow College may, at its discretion, seek clarification regarding any concerns over accuracy of tendered responses. Bidders will not be permitted to amend tenders after the tender return date except as part of any tender clarification process. City of Glasgow College reserve the right to disqualify incomplete tenders.

Any tender that does not accord with all the requirements herein and in the covering letter may not be considered.

## **13. Operation of the Contract**

City of Glasgow College and the Service Provider will be the parties to the Contract, which will constitute, as a minimum, the Statement of Requirements, Terms & Conditions and the completed Information to be provided in the Tender Response Schedule, in addition to any other document referred to in the award letter. City of Glasgow College will accept the successful Bidder's tender and detail all the documentation forming the Contract in the award letter. The Successful Bidder is then only required to acknowledge receipt of the award letter and that the Contract has been awarded as set out in the award letter.

## **14. Conflict of Interest**

For information, you are required to confirm that no conflict of interest would arise if you were successful in the contract. This is requested as a question in the Qualification Envelope on PCS-T.

## **15. Creating a Contract**

City of Glasgow College and the Service Provider will be the parties to the Contract, which will constitute, as a minimum, the Statement of Requirements, the completed Pricing Schedule included in the Commercial Envelope and Terms & Conditions of Contract, in addition to any other document referred to in the Contract award letter. City of Glasgow College will form the legally binding Contract by accepting the successful bidder's tender and detailing all the documentation forming the Contract in the award letter. The successful Bidder is then required to acknowledge receipt of the award letter and sign the Terms and Conditions of Contract.

## **16. Cost of Tendering**

Bidders shall bear their own costs and expenses incurred in the preparation and submission of their Tender Response and any applicable site visits or presentations. The College will in no case be responsible or liable for those costs, regardless of the outcome in relation to individual Tender Responses.

The College reserves the right to cancel the procurement exercise at any point. The College will accept no liability for any losses caused by neither any cancellation of this procurement exercise nor any decision not to award a Contract.

#### **17. Form of Offer**

The essence of competitive tendering is that the College should receive bona fide competitive tenders from all firms tendering.

In recognition of this principle, Bidders must sign the Appendix D - Form of Tender to confirm that their Tender Response is a complete, true and accurate submission. Failure to submit a signed copy will result in elimination from the procurement exercise.

#### **18. Equality, Diversity and Inclusion**

City of Glasgow College is committed to delivering excellent social justice, corporate and legal responsibilities for equality, diversity and inclusion. The College have published an Equality, Diversity & Inclusion Strategy 2013-2017 which is available, along with other related documents, on their website, <https://www.cityofglasgowcollege.ac.uk/about-us/diversity-and-equalities> or in hard copy from the Procurement Manager on request.

The [Equality Act 2010](#), in particular the [Equality Act 2010 Public Sector Equality Duty \(PSED\)](#) and the [Equality Act \(Specific Duties\) \(Scotland\) Regulations 2012](#) places responsibility upon the College to have due regard to the need to eliminate unlawful discrimination harassment and victimisation, advance equality of opportunity and foster good relations.

#### **19. Corporate Social Responsibility (CSR) Issues**

City of Glasgow College will strive in all of their dealings to:

- achieve high quality in our work and to have high expectations of our staff, directors and others;
- be innovative and imaginative;
- be open and transparent in our operations and communicate well;
- adopt a partnership approach;
- value the contribution of our staff and the staff of colleges, universities and other stakeholders and be a good employer;
- act with integrity at all times and be fair and even-handed in our dealings with colleges, universities, suppliers, and other stakeholders;
- respect and promote equality of opportunity and diversity;
- encourage sustainability and sustainable development;
- use the resources made available to us efficiently and effectively and always act in the public interest; and
- act with courtesy at all times.

The College believes that this approach will produce sound business benefits, as well as being the correct way in which the company should operate from an ethical viewpoint. The Service Provider shall at all times act in an ethical, environmental, and

socially responsible manner in the conduct of their business.

## SCHEDULE 2

### OVERVIEW OF REQUIREMENTS

#### 1. Introduction and Background

##### 1.1 Background

The City of Glasgow College is Scotland's largest and most diverse college.

Right in the heart of Scotland's largest city, the College has almost 2500 courses, six faculties, 29 departments and 1200 staff. Our purpose is to **Let Learning Flourish** giving our students the best possible chance of forging a successful future. We work with employers and partner with universities to offer a specialist curriculum which is continually updated to ensure that students reach their full potential while studying with us and are fully prepared for their working life.

Every year, we welcome more than 30,000 students from almost 130 different countries to study a wide range of programmes, from access level through to Masters.

However, our greatest asset is our people, and the ongoing success of our College is dependent on every member of our team. This is achieved by doing it the City of Glasgow College way through **Inspiration, Excellence and Innovation**.

Our pioneering new campus development due for completion in 2016 provides an exciting opportunity to review the College's approach to learning and teaching. As well as introducing technology-enabled classrooms of the future, there is a wide range of learning spaces that enhance the students' overall learning experience. The new onsite state of the art hair and beauty salons, bakery and butcher shops, restaurants, and sports facilities will also be accessible to the public.

This active, student-centred approach to learning sets the College apart. It is work-relevant and is proven to enhance employability, reduce student withdrawals, and improve successful outcomes for all who study here.

To further complement industry engagement, the college is involved in the creation of sector leading and award winning 'Industry Academies'. These Academies bring together the knowledge and expertise of our academic staff and requirements of customers, stakeholders and employers.

Our new college buildings have been procured using the Scottish Government's Non Profit Distributing Model. Glasgow Learning Quarter is the College's private sector partner responsible for the design, build, financing and maintenance (hard FM services and lifecycle management) of the new campus assets. Further information on the new campus can be found here: <https://www.cityofglasgowcollege.ac.uk/about-us/new-campus-project>

The new college buildings Riverside Completed in August 2015 and the City site due to complete in August 2016 have been designed to provide a range of modern and flexible catering outlets. The intention is to facilitate a wide food offer focussed on quality, variety, flexibility and diversity.

## 1.2 Contract Overview

We at the City of Glasgow College seek to appoint a dynamic and suitably experienced Service Provider to run and deliver our catering services at both City and Riverside Campuses. As a leading high profile college we arrange a number of prestigious evening and daytime events to mark key local, national and international occasions throughout each academic year. These occasions for which a high quality catering provision is required are a fantastic opportunity for the provider to showcase their excellence along that of the college's own excellent catering curriculum provision.

We are keen to work with a leading catering partner who will view our new and world class facilities as a crown jewel in their own portfolio of contracts. A partner who can bring to the two campuses a range of exciting and innovative food offers to include high street brands where applicable. The emphasis is on high quality, diverse, international food that reflects and understands the varied nature of our staff, students and the wider city we serve. One of our outlets is in a prime location facing Cathedral Street and is open to the passing public – this offers an opportunity not limited to the college population. Our intention is to ensure variety - the same food offers across all outlets is not acceptable whilst a reasonably priced diverse and innovative menu is encouraged. Our emphasis is on a high quality offer that meets the needs of our multi-cultural student population.

Furthermore, the contract provides various opportunities for the Service Provider to work in partnership with the college to benefit both the college's own community but also to help improve the experience of our on campus students. The college has an academically oriented catering provision and the partnership should allow the College and the Service Provider to work together to their mutual benefit.

The food outlets within this contract have been designed to help minimise queueing and to allow a high number of customers to be served at peak service times.

## 1.3 Relevant Financial Information

In the year 2015 the following turnover figures were reported to the college by the current service provider.

Building	Catering Revenue	
Charles Oakley Building	£218,627	
Townhead Building	£261,480	
North Hannover Street Building	£294,503	
Rogart Street Building	£13,621	
		£788,231
Riverside Campus		£337,162
Total		£1,125,393

The above figures are supplied by the incumbent caterer and represent trading in the old facilities. They include the revenue from hospitality sales which is estimated at £100,000 in a full year.

City of Glasgow College **estimates** that the total catering revenues for academic year 2016-2017 will be around £1,500,000 exclusive of VAT but this is **not guaranteed**.

The new Riverside Campus opened in August 2015 and the trade within the new facilities was considerably higher over the autumn term when compared to the same period in 2014.

Riverside	Sep – Dec 2014	Sep – Dec 2015	Percentage Change
	£101,338	£162,333	+ 60%

The College expects that its service provider will offer a variety of menu options in the different outlets and it is also keen for the Service Provider to engage positively with both their own Food and Hospitality Department and the Students' Association to ensure that every opportunity is taken to enhance the student experience whilst they are studying within the new buildings.

### **1.3 Internal Customers**

Customers using the service will range from students, College staff and visitors and the differing needs of each of these groups must be recognised and satisfied.

The College caters for a wide range of ages of students. As a primary objective to providing education for a wide cross-section of society, the College offers a healthy, safe and secure environment. All external agencies dealing with the College and the students must recognise this and demonstrate compliance with Regulatory and College requirements.

### **2. Scope of Requirement:**

The services shall include the Operation and Management of the following:

#### **City Campus**

	Outlet	Location	Style	Seating Capacity
1	Main Refectory	Level 2	Counter style servery with 4 individual servery points each intended to offer different food choices.	*224
2	Workwear Café	Level 2	Counter service café with limited cooking facilities for hot and cold meals.	90
3	Students' Association	Level 2	Hot and cold food servery with no main cooking facilities. Hot meals supplied from the main refectory kitchens.	150
4	Coffee Shop	Level 7	Coffee shop with small kitchen which can produce limited hot and cold meals.	22
5	Meeting Zone	Level 6	Service point only for coffees, teas	48

	Coffee Shop		and light snacks including buffets which are supplied from the main refectory kitchen.	
6	Cathedral Street Entrance Coffee Shop	Level 0	Counter service café with limited cooking facilities for independent production of breakfasts as well as hot and cold meals during the day. This outlet is outside the security barriers and may be used by members of the public.	56
7	Retail 'Grab and Go' unit	Level 2	Retail unit within the refectory footprint.	-
8	Vending outlets	7 Locations	Selection of drinks, snacks and confectionary to be available.	-
9	Sky Bar	Level 9	Vending service only	-
10	Hospitality		A call off hospitality service should be available throughout the college day for meetings and social functions organised by The Principal and other budget holders.	-

*\* The College promote flexible use of all college spaces. On level 2 there are a number adjoining social learning and external spaces which could be made available as additions to the core seating provision particularly at peak times and as utilisation becomes apparent. These encompass:*

- Library social learning space immediately adjoining the refectory space (separated by a permeable feature room separation screen) circa 63 seats*
- External covered terrace seating immediately accessible from refectory circa 50 seats (conservative number and weather clearly dependant)*
- External covered courtyard seating circa immediately accessible from refectory 50 seats (conservative number and clearly weather dependant)*

### **Riverside Campus**

	<b>Outlet</b>	<b>Location</b>	<b>Style</b>	<b>Seating Capacity</b>
1	Main Refectory	Level 1	Traditional free flow servery offering hot and cold meals plus snacks, sandwiches, hot and cold drinks.	175
2	Workwear Cafe	Level 1	Counter service café with limited cooking facilities for hot and cold meals.	25
3	Riverside Coffee Shop	Level 0	Service point only for coffees, teas and light snacks which are supplied	25

			form the main refectory kitchen.	
4	Vending outlets	4 Locations	Selection of drinks, snacks and confectionary to be available.	-
5	Hospitality		A call off hospitality service should be available throughout the college day for meetings and social functions organised by The Principal and other budget holders.	-

Please refer to Appendix E – City of Glasgow College Campus Plans

### **3. Operating Hours**

The operating hours are as specified in Schedule 3 - Specification.

### **4. Representatives**

The APUC Procurement Representative and main contact for this tender is:

Deborah Fagan  
Procurement Manager  
Advanced Procurement for Universities & Colleges (APUC Ltd)  
Based at:  
City of Glasgow College  
Charles Oakley Building  
300 Cathedral Street  
Glasgow  
G1 2TG

Mobile: 07590 438361  
Telephone: 0141 271 6309

The College Representative is:

Fares Samara  
Executive Director of Infrastructure  
City of Glasgow College  
Charles Oakley Building  
300 Cathedral Street  
Glasgow  
G1 2TG

Telephone: 0141 271 6001

The Catering Consultant is:

Neil Smith  
Senior Partner - Scotland  
The Litmus Partnership  
Theta House  
7 Doman Road  
Camberley



Surrey  
GU15 3DN

Telephone: 01276 673880  
Mobile: 07711 575718

**SPECIFICATION****1.1 Overview**

City of Glasgow College is the largest further education college in Scotland and one of the largest in the whole of the United Kingdom. The two new campus buildings at City and Riverside offer the most modern catering facilities and these have been spread throughout the campus to allow students and staff to find meals and snacks as well as hot and cold beverages within a short walk from their classrooms of teaching spaces.

The College is keen to have variety across these outlets and would not wish to see a homogeneous offer for each of the coffee shops and cafes. High street or bespoke branding is to be encouraged and special themes for particular outlets may be appropriate. Similarly, within the City Campus Refectory, the four catering units should be different in appearance and offer a range of meal styles at prices that are attractive to students.

The proximity of so many external catering and retail outlets in this city centre environment means that the Service Provider will have considerable competition. It is hoped that prices and special offers such as meal deals will be used to encourage people to remain within college to eat at lunchtimes and evening class students coming from work enjoy a snack before their course commences.

Throughout the year, there are themed events within the College and where possible, the Service Provider will be encouraged to participate, perhaps by offering tasting menus of other speciality foods which may enhance the students' experiences and knowledge.

The College is also looking for a Service Provider who can be flexible in their approach and adaptable to the needs of the large number of students and staff that will use these buildings. This will be a 52-week contract with no summer close as there are staff within the City Campus all year and the Riverside Campus offers maritime student courses and summer schools throughout July and August.

**1.2 City Campus Refectory****1.2.1 Facilities**

This is the principal catering facility within the City Campus, located at the eastern side of the second level of the main building and provides seating for approximately 224 covers. There are four servery areas. The serveries must each offer a different and distinct choices which will reflect the international makeup of the student population of City of Glasgow College but the entire offer should feature a range of options including, hot offers, salad bar, soup bar and hot beverage station together with a chilled cabinet for sandwiches, yoghurts, fruit and other cold items. The City Campus Refectory has been designed so that customers can purchase their meal and drink together and then pay for them at a single point. This refectory should operate like a food court in a shopping mall rather than the traditional refectory which would have separate till points at the exit.

The Service Provider should note that customers are permitted to take their own food into the area for their own consumption.

#### 1.2.2 Service Requirement

To provide a comprehensive meal service for all students, staff and visitors at the Campus. This is to include a sit-in or take away service with no price variance.

All staff are to be briefed on composition of dishes, demonstrating a friendly customer focused approach at all times.

#### 1.2.3 Range

The provision of a selection of foods, ranging from snack items to set menus on core items and a selection of hot and cold beverages.

Daily and weekly menus shall be compiled to provide the customer with a variety of food options and should include items suitable for a range of dietary requirements as well as healthy eating options providing an opportunity to reduce salt, fat, sugar, and increase fibre intake. Menus should demonstrate recognition of current trends and cultural demands showing innovation and creativity.

#### 1.2.4 Service

Breakfast - Provision of traditional cooked Scottish breakfast with selection of toast and preserves, hot filled rolls, scones, pastries, hot and cold beverages.

Lunch - Provision of lunch service incorporating hot dishes and snacks, innovative cooking options, cold buffet items (Service Providers must consider healthy eating and cultural diversity of customers) and service of hot and cold beverages.

#### 1.2.5 Menus

All menus are to be based on a minimum 4-week cycle and take into account operating hours and Campus holidays. The Service Provider shall vary the cycles throughout the year.

### 1.3 **Workwear Café**

#### 1.3.1 Facilities

This food outlet is located at the north end of level 2 of the main building. It has a small kitchen and food preparation area associated with it and is intended to provide hot meals, salad bar, soup bar and hot beverage station together with a chilled cabinet for sandwiches, yoghurts fruit and other cold items. It is expected that many of the students who are being taught in the workshops will utilise this facility as they need not change out of their overalls prior to entering the dining area.

The Service Provider should note that customers are permitted to take their own food into the area for their own consumption.

#### 1.3.2 Service Requirement

To provide a comprehensive meal service for all students, staff and visitors at the Campus. This is to include a sit-in or take away service with no price variance.

All staff are to be briefed on composition of dishes, demonstrating a friendly customer focused approach at all times.

#### 1.3.3 Range

The Service Provider should be aware of the nutritional needs of the students and staff who may use this area. The provision of a selection of foods, ranging from snack items to set menus on core items and a selection of hot and cold beverages.

Daily and weekly menus shall be compiled to provide the customer with a variety of food options and should include items suitable for a range of dietary requirements as well as healthy eating options providing an opportunity to reduce salt, fat, sugar, and increase fibre intake. Menus should demonstrate recognition of current trends and cultural demands showing innovation and creativity but there may be a need for higher calorific foods to be available.

#### 1.3.4 Service

Breakfast - Provision of traditional cooked Scottish breakfast with selection of toast and preserves, hot filled rolls, scones, pastries, hot and cold beverages.

Lunch - Provision of lunch service incorporating hot dishes and snacks, innovative cooking options, cold buffet items (all must consider healthy eating and cultural diversity of customers) and service of hot and cold beverages.

### 1.4 **Students' Association Servery**

#### 1.4.1 Facilities

This food outlet is a servery only with no facility for food preparation. It is located within the Students' Association on Level 2 of the main building and shares its seating. Food will need to be prepared and delivered from the main refectory kitchen prior to service. This is a separate servery and can operate independently of the main refectory serveries so can remain open for longer in the afternoons.

The Service Provider should note that customers are permitted to take their own food into the area for their own consumption.

#### 1.4.2 Service Requirement

The Service Provider should agree the type of food offer directly with the management team of the Students' Association. This requirement may vary from time to time.

All staff are to be briefed on composition of dishes, demonstrating a friendly customer focused approach at all times.

#### 1.4.3 Range

The provision of a selection of foods, ranging from snack items to set menus on core items and a selection of hot and cold beverages.

Daily and weekly menus shall be compiled in consultation with the Students' association and offer a limited variety of food options and should include items suitable for a range of dietary requirements as well as healthy eating options providing an

opportunity to reduce salt, fat, sugar, and increase fibre intake. Menus should demonstrate recognition of current trends and cultural demands showing innovation and creativity.

#### 1.4.4 Service

Lunch - Provision of lunch service incorporating hot dishes and snacks, innovative cooking options, cold buffet items (Service Providers must consider healthy eating and cultural diversity of customers) and service of hot and cold beverages.

#### 1.4.5 Menus

All menus are to be based on a minimum 4-week cycle and take into account operating hours and Campus holidays. The Service Provider shall vary the cycles throughout the year.

### 1.5 **Level 7 Coffee Shop**

#### 1.5.1 Facilities

This small Coffee Shop which has 22 seats is located on level 7 of the main tower. It has a separate servery and can operate independently of the main refectory serveries so can remain open for longer in the afternoons.

The Service Provider should note that customers are permitted to take their own food into the area for their own consumption.

#### 1.5.2 Service Requirement

To provide a 'branded' coffee and comprehensive hot and cold beverage service to students, staff and visitors to the Campus.

All staff are to be briefed on composition of dishes, demonstrating a friendly customer focused approach at all times.

#### 1.5.3 Range

The range should include 'branded' coffees, speciality teas, cold drinks, fruit smoothies, health drinks, hot snacks, sandwiches, fresh fruit, cakes, pastries and scones.

### 1.6 **Level 6 Coffee Shop associated with the Meeting Zone**

#### 1.6.1 Facilities

This small Coffee Shop is located on level 6 of the main tower, adjacent to the main meeting rooms. The seating area can accommodate around 50 people (48 seats) and is expected to be used as a breakout room for meetings as well as providing an alternative food outlet for coffees and light meals higher up in the building.

It has a separate kitchen and servery and can operate independently of the main refectory serveries so can remain open for longer in the afternoons. The kitchen is equipped with a programmable banqueting trolley so small functions can be catered for in the main refectory kitchen and moved here for service.

The Service Provider should note that customers are permitted to take their own food into the area for their own consumption.

#### 1.6.2 Service Requirement

To provide a 'branded' coffee and comprehensive hot and cold beverage service to students, staff and visitors to the Campus. Hospitality is covered in Section 1.9 – Schedule 3.

#### 1.6.3 Range

The range should include 'branded' coffees, speciality teas, cold drinks, fruit smoothies, health drinks, limited hot meals and snacks, sandwiches, fresh fruit, cakes, pastries and scones.

All staff are to be briefed on composition of dishes, demonstrating a friendly customer focused approach at all times.

### 1.7 **Café at the Cathedral Street entrance**

#### 1.7.1 Facilities

This café is located at the main entrance of the College on Cathedral Street. It is outside the security barriers so can be accessed by the public as well as college students and staff. The entrance faces The University of Strathclyde and there is a high footfall on Cathedral Street itself. The College's retail bakery shop and hairdressing salon are next to this entrance.

The café shares its seating with the College Reception. This outlet has its own small kitchen which is equipped to produce hot snacks and can operate independently of the main refectory serveries so can remain open for longer in the afternoons and into the evenings.

The Service Provider should note that customers are NOT permitted to take their own food into the area for their own consumption.

#### 1.7.2 Service Requirement

To provide a 'branded' coffee and comprehensive hot and cold beverage service to students, staff and visitors to the Campus.

All staff are to be briefed on composition of dishes, demonstrating a friendly customer focused approach at all times.

#### 1.7.3 Range

The range should include 'branded' coffees, speciality teas, cold drinks, fruit smoothies, health drinks, hot meals and snacks, sandwiches, fresh fruit, cakes, pastries and scones.

#### 1.7.4 Service

This Café is expected to be particularly busy at breakfast time as people arrive at College. In addition, the facility should remain open throughout the day and should be available to students attending night classes in the early evening.

Breakfast - Provision of a selection of toast and preserves, hot filled rolls, scones, pastries, hot and cold beverages.

Lunch - Provision of lunch service incorporating a limited range of hot dishes and snacks, innovative cooking options, cold buffet items (all must consider healthy eating and cultural diversity of customers) and service of hot and cold beverages.

Evening Meal - Provision of Evening Meal incorporating limited range of hot dishes and snacks, innovative cooking options, cold buffet items (all must consider healthy eating and cultural diversity of customers) and service of hot and cold beverages.

## **1.8 Grab & Go Retail Shop**

### **1.8.1 Facilities**

The retail shop is located in the south-east corner of the City Campus Refectory but is a separate facility to the refectory and can be opened and closed separately.

### **1.8.2 Service Requirement**

The shop will provide a full and comprehensive retail offers to staff, students and visitors to the College.

### **1.8.3 Range**

This should include the provision of confectionery, pastries, snacks, sandwiches, stationery, corporate merchandise, toiletries, gifts, beverages, newspapers, magazines, postage stamps.

### **1.8.4 Advertising**

Display of advertising material must be upon request from the college's representative.

### **1.8.5 Service**

Restricted opening hours will operate out with Campus Term times. During these periods when students are not on Campus, the range of stock may reflect the drop in potential customers but it should be remembered that there will always be a significant number of staff in the building.

### **1.8.6 Retail Practice**

Staff will possess a sound knowledge of merchandise available, demonstrating brand understanding and proven retail practices. All goods are to be clearly priced and displayed to enable maximum sales potential.

## **1.9 City Campus Hospitality**

### **1.9.1 Facilities**

All hospitality requirements will be prepared from the main City Refectory kitchen.

### 1.9.2 Service Requirement

To provide a food and beverage delivery service to meetings, conferences and designated office locations.

Service to be ordered by College authorised budget holders. The Service Provider shall retain all records of transactions and make available on request to the College

The Service Provider shall submit to the College a monthly account, duly itemised by college cost centres.

### 1.9.3 Range

Provision of a beverage service of coffee, tea, biscuits, scones and pastries to meeting rooms within the College. Additional items are to be available on request, including mineral water and soft drinks.

A selection of meals ranging from finger and cocktail buffets, sandwiches, lunches, cold buffet and hot meal service will also be required.

### 1.9.4 Booking (Planned Hospitality)

Service shall be provided on a pre-booked basis, the preferred notice being 48 hours in advance for buffet requirements and 24 hours for tea and coffee.

The booking process will be agreed upon Contract award.

### 1.9.5 Delivery and Clearance

Delivery times and all catering requirements will be by arrangement with organiser. The Service Provider must ensure that all requests are delivered to the location punctually and to the required quality specification. Collection of equipment and dishes will be undertaken as soon as is practical after the meeting or on the instruction from the organiser in order to minimise disruption to the customer.

The Service Provider will be required to implement a system which ensures that the above is achieved.

### 1.9.6 Hospitality Brochure and/or Website

A comprehensive menu selection from a published Hospitality Brochure will be available. The Service Provider and Campus Representatives will review the hospitality brochure on an annual basis.

Where the Service Provider, given due notice, cannot provide the requested Hospitality the College reserves the right to use alternative external catering.

## **1.10 City Campus Functions**

### 1.10.1 Facilities

All function requirements will be prepared from the main City Campus Refectory kitchen. A pre-programmable function trolley is available to hygienically hold, cook and transport function meals to the Meeting Zone kitchen on Level 6.



#### 1.10.2 Service Requirement

To provide a food and beverage delivery service for the purpose of ad-hoc functions held within the campus.

Service to be ordered by the College authorised budget holders. Service Provider shall retain all records of transactions and make available on request to the College.

The Service Provider shall submit to the College a monthly account, duly itemised by College cost centre.

Service provided to third parties within the facility will be billed directly to City of Glasgow College and not the service user.

Functions may from time to time, require a bar service in a location on campus which is not covered by the College's Training Restaurant licence. This may require an application for an Occasional Licence for each event.

#### 1.10.3 Range

The provision of a selection of meals ranging from finger and cocktail buffets, sandwiches, lunches and cold buffets to a full hot lunch or dinner service. Additional items are to be available on request including mineral water and soft drinks.

#### 1.10.4 Booking (Planned Hospitality)

Service shall be provided on a pre-booked basis, the preferred notice being a minimum of 7 days in advance with final numbers agreed at least 2 days before the event.

#### 1.10.5 Delivery and Clearance

Delivery times and all catering requirements will be by arrangement with organiser. The Service Provider must ensure that all requests are delivered to the location punctually and to the required quality specification. Collection of equipment and dishes will be undertaken as soon as is practical after the function or on the instruction from the organiser in order to minimise disruption to the customer

The Service Provider will be required to implement a system which ensures that the above is achieved.

#### 1.10.6 Availability

Function service will be by one off arrangement between the college budget holder and the Service Provider.

Where the Service Provider, given due notice, cannot provide the requested Hospitality the College reserves the right to use alternative external catering.

### **1.11 Vending Services**

#### 1.11.1 Facilities

There are 7 vending locations around the City Campus. All vending machines will be supplied by the Service Provider.

Vending locations are as follows:

- Level 1 F&H threshold area
- Level 2 Refectory
- Level 2 Workwear cafe
- Level 3 Sports Hall
- Level 4 CC&SS Break near NW Corner
- Level 6 Coffee bar
- Level 10 Skybar

#### 1.11.2 Service Requirement

To provide a confectionary, snack and hot and cold beverage vending service, to offer additional services and must be available when the other catering facilities are closed.

Currently there are no vending machines and all must be provided as new for the start of the contract.

#### 1.11.3 Range

Provision of hot and cold beverages, including a variety of soft drinks, confectionery and snacks.

#### 1.11.4 Service Provision

Service to be provided in visible, secure locations of high customer density ensuring usage is optimised.

The Service Provider will agree the actual number of machines and locations with the campus via post award discussion.

#### 1.11.5 Performance of Machines

The Service Provider will ensure full operation of vending machines at all times including all maintenance and restocking. The machines must be maintained as per manufacturers' instructions.

#### 1.11.6 Faults

All faults to be reported and rectified within 24 hours to ensure service level is maintained. The Service Provider must keep the college informed of machine failures.

Where a fault results in the customer losing money, reimbursement by the service provider will be of immediate effect.

#### 1.11.7 Service Provider Responsibilities

The Service Provider shall enter into appropriate contracts, with the exclusion of any liability on the part of the College, for the supply and maintenance of the vending machines.

The Service Provider will ensure vending area is kept clean and tidy at all times.

### **1.12 Free Issues (unplanned hospitality)**

A system of Free Issues to manage unplanned hospitality requirements currently exists where key members of City of Glasgow College management and authorised staff sign for drinks and meals when entertaining guests and visitors.

It is expected that a similar arrangement will be put in place by the incoming Service Provider and that the cost be invoiced to City of Glasgow College on a monthly basis as part of the overall hospitality offer. Bidders shall submit their proposed prices for such free issues on the Pricing Schedule.

## **2 Riverside Campus**

### **2.1 Overview**

The Riverside Campus opened in August 2015 and is currently trading. There are three catering outlets on site to provide meals to the day students and staff plus the residents of a Halls of Residence who need meals both in the evenings and at weekends. This campus is in use throughout the year as it offers courses to maritime students who are not tied to an academic year and it also hosts summers schools during July and August.

### **2.2 Riverside Campus Refectory**

#### **2.2.1 Facilities**

This is the principal catering facility within the College's Riverside Campus, located at the western side of the first level of the main building and provides seating for approximately 175 covers. There are hot, chilled and ambient service areas as well as a soup station and beverage machines for hot drinks. The food on offer must reflect the international makeup of the student population of the City of Glasgow College but the entire offer should feature a range of options including, hot offers, salad bar, soup bar and hot beverage station together with a chilled cabinet for sandwiches, yoghurts fruit and other cold items. The Riverside Campus Refectory is a traditional refectory design with three till point to speed service at peak times.

The Service Provider should note that customers are permitted to take their own food into the area for their own consumption.

#### **2.2.2 Service Requirement**

To provide a comprehensive meal service for all students, staff and visitors at the Campus. This is to include a sit-in or take away service with no price variance.

All staff are to be briefed on composition of dishes, demonstrating a friendly customer focused approach at all times.

#### **2.2.3 Range**

The provision of a selection of foods, ranging from snack items to set menus on core items and a selection of hot and cold beverages.

Daily and weekly menus shall be compiled to provide the customer with a variety of food options and should include items suitable for a range of dietary requirements as well as healthy eating options providing an opportunity to reduce salt, fat, sugar, and increase fibre intake. Menus should demonstrate recognition of current trends and cultural demands showing innovation and creativity.

#### 2.2.4 Service

The Riverside Campus is used by students throughout the full year and this includes both marine students and summer schools. There is also a Halls of Residence within the Riverside Campus and the resident students will require meals to be served 7 days per week.

Breakfast - Provision of traditional cooked Scottish breakfast with selection of toast and preserves, hot filled rolls, scones, pastries, hot and cold beverages.

Lunch - Provision of lunch service incorporating hot dishes and snacks, innovative cooking options, cold buffet items (all must consider healthy eating and cultural diversity of customers) and service of hot and cold beverages.

Evening Meal - Provision of evening meal service incorporating hot dishes and snacks, innovative cooking options, cold buffet items (all must consider healthy eating and cultural diversity of customers) and service of hot and cold beverages.

#### 2.2.5 Menus

All menus are to be based on a minimum 4-week cycle and take into account operating hours. The Service Provider shall vary the cycles throughout the year to take advantage of seasonal offers.

### 2.3 **Workwear Café**

#### 2.3.1 Facilities

This food outlet is located in the middle of level 1 of the main building. It has a small kitchen and food preparation area associated with it and is intended to provide hot meals, salad bar, soup bar and hot beverage station together with a chilled cabinet for sandwiches, yoghurts fruit and other cold items. It is expected that many of the students who are being taught in the engineering workshops will utilise this facility as they need not change out of their overalls prior to entering the dining area.

The Service Provider should note that customers are permitted to take their own food into the area for their own consumption.

#### 2.3.2 Service Requirement

To provide a comprehensive meal service for all students, staff and visitors at the Campus. This is to include a sit-in or take away service with no price variance.

All staff are to be briefed on composition of dishes, demonstrating a friendly customer focused approach at all times.

#### 2.3.3 Range

The Service Provider should be aware of the nutritional needs of the students and staff who may use this area. The provision of a selection of foods, ranging from snack items to set menus on core items and a selection of hot and cold beverages.

Daily and weekly menus shall be compiled to provide the customer with a variety of food options and should include items suitable for a range of dietary requirements as well as healthy eating options providing an opportunity to reduce salt, fat, sugar, and increase fibre intake. Menus should demonstrate recognition of current trends and cultural demands showing innovation and creativity but there may be a need for higher calorific foods to be available.

#### 2.3.4 Service

Breakfast - Provision of traditional cooked Scottish breakfast with selection of toast and preserves, hot filled rolls, scones, pastries, hot and cold beverages.

Lunch - Provision of lunch service incorporating hot dishes and snacks, innovative cooking options, cold buffet items (all must consider healthy eating and cultural diversity of customers) and service of hot and cold beverages.

### 2.4 **Riverside Coffee Shop**

#### 2.4.1 Facilities

This small Coffee Shop which has 25 seats is located on to the right of the main entrance to the Riverside Campus from the Clyde Walkway. It is a separate serverly and can operate independently of the main refectory serveries so can remain open for longer in the afternoons.

The Service Provider should note that customers are NOT permitted to take their own food into the area for their own consumption.

#### 2.4.2 Service Requirement

To provide a 'branded' coffee and comprehensive hot and cold beverage service to students, staff and visitors to the Campus.

All staff are to be briefed on composition of dishes, demonstrating a friendly customer focused approach at all times.

#### 2.4.3 Range

The range should include 'branded' coffees, speciality teas, cold drinks, fruit smoothies, health drinks, hot snacks, sandwiches, fresh fruit, cakes, pastries and scones.

### 2.5 **Riverside Campus Hospitality**

#### 2.5.1 Facilities

All hospitality requirements will be prepared from the main Riverside Refectory kitchen.

#### 2.5.2 Service Requirement

To provide a Food and Beverage delivery service to meetings, conferences and designated office locations.

Service to be ordered by College authorised budget holders. The Service Provider shall retain all records of transactions and make available on request to the College

The Service Provider shall submit to the College a monthly account, duly itemised by college cost centre.

#### 2.5.3 Range

Provision of a beverage service of coffee, tea, biscuits, scones and pastries to meeting rooms within the College. Additional items are to be available on request, including mineral water and soft drinks.

A selection of meals ranging from finger and cocktail buffets, sandwiches, lunches, cold buffet and hot meal service will also be required.

#### 2.5.4 Booking (Planned Hospitality)

Service shall be provided on a pre-booked basis, the preferred notice being 48 hours in advance for buffet requirements and 24 hours for tea and coffee.

The booking process will be agreed upon Contract award.

#### 2.5.5 Delivery and Clearance

Delivery times and all catering requirements will be by arrangement with organiser. The Service Provider must ensure that all requests are delivered to the location punctually and to the required quality specification. Collection of equipment and dishes will be undertaken as soon as is practical after the meeting or on the instruction from the organiser in order to minimise disruption to the customer.

The Service Provider will be required to implement a system which ensures that the above is achieved.

#### 2.5.6 Hospitality Brochure and/or Website

A comprehensive menu selection from a published Hospitality Brochure will be available. The Service Provider and Campus Representatives will review the hospitality brochure on an annual basis.

Where the Service Provider, given due notice, cannot provide the requested Hospitality the College reserves the right to use alternative external catering.

### **2.6 Riverside Campus Functions**

#### 2.6.1 Facilities

All function requirements will be prepared from the main Riverside Campus Refectory kitchen.

#### 2.6.2 Service Requirement

To provide a Food and Beverage delivery service for the purpose of ad-hoc functions held within the campus.

Service to be ordered by the College authorised budget holders. Service Provider shall retain all records of transactions and make available on request to the College.

The Service Provider shall submit to the College a monthly account, duly itemised by College cost centre.

Service provided to third parties within the facility will be billed directly to the College and not the service user.

Functions may from time to time, require a bar service in a location on campus. This may require an application for an Occasional Licence for each event.

#### 2.6.3 Range

The provision of a selection of meals ranging from finger and cocktail buffets, sandwiches, lunches and cold buffets to a full hot lunch or dinner service. Additional items are to be available on request including mineral water and soft drinks.

#### 2.6.4 Booking (Planned Hospitality)

Service shall be provided on a pre-booked basis, the preferred notice being a minimum of 7 days in advance with final numbers agreed at least 2 days before the event.

#### 2.6.5 Delivery and Clearance

Delivery times and all catering requirements will be by arrangement with organiser. The Service Provider must ensure that all requests are delivered to the location punctually and to the required quality specification. Collection of equipment and dishes will be undertaken as soon as is practical after the function or on the instruction from the organiser in order to minimise disruption to the customer

The Service Provider will be required to implement a system which ensures that the above is achieved.

#### 2.6.6 Availability

Function service will be by one off arrangement between the college budget holder and the Service Provider.

Where the Service Provider, given due notice, cannot provide the requested Hospitality the College reserves the right to use alternative external catering.

### 2.7 **Vending Services**

#### 2.7.1 Facilities

There are 4 vending locations around the Riverside Campus. All vending machines will be supplied by the Service Provider.

At Riverside there are currently:

- 2 Bottled drinks machines
- 2 Canned drinks machines
- 2 Confectionary machines
- 2 Snacks machines

### 2.7.2 Service Requirement

To provide a confectionary, snack and hot and cold beverage vending service, to offer additional services and must be available when the other catering facilities are closed.

Currently there are no vending machines on the City campus and legacy machines at Riverside campus. All machines must be provided as new for the start of the contract.

### 2.7.3 Range

Provision of hot and cold beverages, including a variety of soft drinks, confectionery and snacks.

### 2.7.4 Service Provision

Service to be provided in visible, secure locations of high customer density ensuring usage is optimised.

The Service Provider will agree the actual number of machines and locations with the campus via post award discussion. Performance of Machines

The Service Provider will ensure full operation of vending machines at all times including all maintenance and restocking. The machines must be maintained as per manufacturers' instructions.

### 2.7.5 Faults

All faults to be reported and rectified within 24 hours to ensure service level is maintained. The Service Provider must keep the college informed of machine failures.

Where a fault results in the customer losing money, reimbursement by the service provider will be of immediate effect.

### 2.7.6 Service Provider Responsibilities

The Service Provider shall enter into appropriate contracts, with the exclusion of any liability on the part of the campus, for the supply and maintenance of the vending machines.

The Service Provider will ensure vending area is kept clean and tidy at all times.

## 2.8 **Free Issues (unplanned hospitality)**

A system of Free Issues to manage unplanned hospitality requirements currently exists where key members of City of Glasgow College management and authorised staff sign for drinks and meals when entertaining guests and visitors.

It is expected that a similar arrangement will be put in place by the incoming Service Provider and that the cost be invoiced to City of Glasgow College on a monthly basis as part of the overall hospitality offer. Bidders shall submit their proposed prices for such free issues on the Pricing Schedule.

## 3 **Production Standards and Portion Sizes**



3.1 The Service Provider will be expected to produce fresh, high quality dishes. The tariff must be reflected by the portion on offer keeping in mind the impact of cost on a predominately student population. The Service Provider is required to ensure that all goods purchased for consumption are:

- of 'prime quality' or 'class 1' quality;
- fresh and undamaged on receipt;
- of the source and specification anticipated;
- meet all relevant and statutory regulations on delivery;
- all deliveries must be checked for the above quality, stored and prepared hygienically in accordance with relevant statutory conditions and due diligence procedures.

### 3.2 **Menu Variety and Healthy Eating**

Refectory menus should offer a minimum of three main courses per day of which one must be a vegetarian option. Menus shall cover the following areas:

Refectory Menus – (Full Four-week Cycles if appropriate) including priced lunch, breakfasts and all day service options where applicable.

Coffee Shop Menus  
Retail Outlet Stocks  
Internal Free Issues  
Hospitality and Functions Menus

The appropriate tariff shall be detailed including VAT where appropriate.

3.3 Attention should be paid to current healthy eating campaigns and Bidders are advised to consider 'Recipe for Success, Scotland's National Food and Drink Policy'. The Service Provider must be able to demonstrate that all food is sourced from suppliers that can verify its origin and where possible, the use for Fair Trade, Marine Stewardship Council and Red Tractor certified products are to be used.

It should be noted that City of Glasgow College currently holds a 'Healthy Eating Award' as well as a Fair Trade accreditation. It should be an explicit objective of Bidders to ensure that these awards are retained throughout the period of this contract.

The Service Provider shall work with the college to develop nutritional labelling or other areas to promote healthy eating.

### 3.4 **Service Standards**

#### 3.4.1 All Refectories and Coffee Shops

The Service Provider will be responsible for setting up the dining area for service. Although there is a self-clear system where consumers take their soiled crockery, catering staff should be available to ensure that dining tables are kept clean and clear.

Be responsible for clearing/cleaning the dining area to agreed standards as per Appendix H – terms and Conditions of Contract, Clause 3.2.9.

Provide overall supervision to ensure that the service is carried out in line with the contract.

Any special diet requirements should be catered for, for example:

- Gluten Free
- Dairy Free
- Nut Allergies

Allergen advice should be available and where possible displayed on menus and on pre-packaged products.

The Service Provider will be expected by the Client to be responsible for the cleaning up of all spillages and the removal of litter generated by the catering operation both internally and externally.

The Service Provider will be expected to work with the Client in reducing queuing times and providing alternative points of sale. It is also imperative that the same full menu choice is available through the whole lunch period.

All food will be produced as freshly as possible. Cooked and prepared items will be on display in line with the relevant Food Hygiene Regulations including but not exclusively:

- the Health and Safety at Work Act 1974
- the Food Act 1984
- the Food Safety Act 1990
- the Food Hygiene (General) Regulations 1970
- the Food Hygiene (Amendment) Regulations 1990
- the Food Labelling Regulations 1984
- the Waste Scotland Regulations 2012
- the EU Food Information for Consumers Regulation 2014.

#### 3.4.2 Retail Shop

The Service Provider shall ensure that the retail shop is suitably stocked with a variety of products including sandwiches, crisps, confectionary, soft drinks, milk, teas and coffees. These should be properly stored and merchandised and a stock rotation system applied to ensure that all products are 'in date' and fit for purpose.

Be responsible for clearing / cleaning the shop area to agreed standards (see draft contract Ref. Clause 3.2.9).

Provide overall supervision to ensure that the service is carried out in line with the contract.

### 3.5 **Staffing**

#### 3.5.1 Staffing Requirements

The Service Provider will be responsible for the appointment of staff at a level agreed by the Client. These staff will remain in the employ of the Service Provider by whom their terms and conditions of employment must be agreed.

#### 3.5.2 Training

The Service Provider shall be responsible for all staff induction before commencement of the contract.

A training programme plan shall be put in place by the Service Provider. This should ensure that all members of staff are trained to an appropriate level for their posts and comply with all food handling regulations.

Internal training costs will not be considered as a payment by the Client. All internal training will be deemed as an essential and necessary part of the Service Provider's service.

### 3.5.3 Quality of Staff

The Service Provider will employ experienced staff and with the necessary qualifications. The Service Provider must be satisfied that all staff employed are physically and medically fit for the purpose of working with food.

The Client would wish to look at all interview short lists for new vacancies prior to any appointment being made by the Service Provider.

The Service Provider shall, where the Client has given reasonable grounds for replacing any employee, do so within twenty-four hours with another suitably qualified employee, unless the Service Provider can show good reason why this is not possible.

The Service Provider must ensure that all staff employed within this contract have completed appropriate Disclosure Scotland checks at their cost prior to their engagement in the service.

### 3.5.4 Management and Staffing Structure (updated 15 March 2010)

The Service Provider shall appoint an individual (Account Manager) to the College. This person shall be the main contact for all matters relating to this Contract.

The Service Provider shall have a robust management and staffing structure in place with clear lines of communication, clear lines of responsibility, named personnel, job descriptions and a clear escalation structure.

The Service Provider shall ensure staff continuity and have in place a system that caters for any change in personnel to ensure no disruption to the Service.

### 3.5.5 Rates of Pay

The hourly rate of pay for each staff member is reviewed annually by the Service Provider to ensure compliance with The National Minimum Wage Act (1998). City of Glasgow College supports the Glasgow Living Wage and will work within the current legislative framework to encourage Service Providers to pay the Living Wage.

### 3.5.6 Total Cost of Staffing

The Service Provider shall be responsible for the total cost of staffing including all on-costs including cost of their staff meals.

The total cost of staffing must be calculated and submitted as part of the contract proposal.

### 3.5.7 Post-Tender Staff Requirement

It is envisaged that there will be some staff turnover during the term of the contract.

Staff proposals shall fully meet the operational requirement.

Any future reduction in staff costs in line with these proposals will be returned to the Client.

### 3.5.8 Uniforms and identification

The Service Provider must provide at its cost, suitable uniforms and protective clothing for all their staff. If possible the colour and style of these should be agreed with The City of Glasgow College prior to the commencement of the contract so that the Service Provider's staff can feel that they are part of the College as well as being employees of the Service Provider.

The College will provide all staff with security passes to access the college buildings. The Service Provider should also provide name badges for the staff to wear whilst working within the College.

## 4 **Opening Hours**

The preferred opening hours for each catering unit are:

### 4.1 **City Campus**

Outlet	Location	Style	Term Time Opening Hours	Non Term Time Opening Hours
Main Refectory	Level 2	Counter style servery with 4 individual servery points each intended to offer different food choices.	08:00 – 18:00h (Breakfast 08:00 – 11:30, Lunch 11:45 – 14:00, Evening Meal 16:45 – 18:00)	08:00 – 14:00h (Breakfast 08:00 – 11:30, Lunch 11:45 – 14:00)
Workwear Café	Level 2	Counter service café with limited cooking facilities for hot and cold meals.	08:00 – 14:00h (Breakfast 08:00 – 11:30, Lunch 11:45 – 14:00)	Closed
Students' Association	Level 2	Hot and cold food servery with no main cooking facilities. Hot meals supplied from the main refectory kitchens.	10:00 – 15:00h	Closed
Coffee Shop	Level 7	Coffee shop with small kitchen which can produce limited hot and cold meals.	08:00 – 20:00h	07.30 – 20:00h
Meeting Zone	Level 6	Service point only for coffees, teas and light snacks including buffets which are supplied from	10:00 – 16:00h Or as required	As required

		the main refectory kitchen.		
Cathedral Street Entrance Coffee Shop	Level 0	Counter service café with limited cooking facilities for independent production of breakfasts as well as hot and cold meals during the day. This outlet is outside the security barriers and may be used by members of the public.	07:30 – 20:00h	07:30 – 20:00h
Retail 'Grab and Go' unit	Level 2	Retail unit within the refectory footprint.	08:00 – 15:00h	
Vending outlets	7 Locations	Selection of drinks, snacks and confectionary to be available.	-	
Sky Bar	Level 9	Vending service only	-	
Hospitality		A call off hospitality service should be available throughout the college day for meetings and social functions organised by The Principal and other budget holders.	08:00- 20:00 as required	08:00- 20:00 as required

The college reserves the right to review these opening times at any stage of the contract. The first review will be carried out 3 months after the commencement date of the contract.

### 3.2 Riverside Campus

Outlet	Location	Style	Term Time Opening Hours	Non Term Time Opening Hours
Main Refectory	Level 1	Traditional free flow servery offering hot and cold meals plus snacks, sandwiches, hot and cold drinks.	08:00 – 15:30h (Breakfast 08:00 – 11:30, Lunch from 11:45)	08:00 – 14:00h (Breakfast 08:00 – 11:30, Lunch from 11:45)
Workwear Cafe	Level 1	Counter service café with limited cooking facilities for hot and cold meals.	08:30 – 14:00h (Breakfast 08:00 – 11:30, Lunch 11:45 – 14:00)	Closed
Riverside Coffee Shop	Level 0	Service point only for coffees, teas and light snacks which are supplied from the main refectory kitchen.	07:30 – 20:00h	08:00 – 16:00h

Vending outlets	4 Locations	Selection of drinks, snacks and confectionary to be available.		
Hospitality		A call off hospitality service should be available throughout the college day for meetings and social functions organised by The Principal and other budget holders.	08:00- 20:00 as required	08:00- 20:00 as required

The college reserves the right to review these opening times at any stage of the contract. The first review will be carried out 3 months after the commencement date of the contract.

#### **4 Cashless transactions**

The City of Glasgow College has invested heavily in an intelligent access control smart card solution which is capable of providing integration with a cashless payment system. If possible, the College would like to integrate any catering cashless payment solution with this system but as a minimum, the Service Provider should provide an efficient means of collecting payments for meals without the use of cash. Tills should be enabled to accept contactless payments by debit and credit card as well as having chip and pin facilities.

#### **5 Curriculum Catering**

Service Providers should be aware that in addition to the facilities that are offered through this tender notice, the Faculty of Leisure and Lifestyle of City of Glasgow College operates two restaurants within the City Campus Building. A full description of these services are included in Appendix K – Curriculum Catering

##### **5.1 The Bistro**

This is an 80 cover restaurant located on level 1 of the main City Campus building. It will be operated by food and hospitality students under the supervision of college staff to give them practical experience of real life catering environments.

The Bistro will serve a general menu which will vary on a daily basis and is considered to be part of the overall food offer to students and staff within the City Campus.

Prices charged by the Bistro will be in line with those charged by the Service Provider elsewhere within the College.

Opening hours will be:

Breakfast	10:00 – 11:30h
Lunch	12:00 – 14:00h
Evening meals	16:30 – 19:00h

##### **5.2 The Training Restaurant**

With a main entrance from Cathedral Street, The Training Restaurant (Scholars) will be open to the general public for lunch and dinner services, 6 days per week. This will be a restaurant which prepares food and hospitality students for future employment in high quality restaurants. It should not compete directly with any of the units offered within this tender.

Opening hours will be:

Morning Coffee	(Mon – Sat)	10:00 – 11:30h	
Lunch	(Mon – Sat)	12:00 – 14:00h	
Dinners	(Mon – Thu)	16:30 – 22:00h	(Fri) 16:30 – 19:00h.

## **6 Partnership Working**

City of Glasgow College is keen to build a partnership relationship with the Service Provider where both can benefit from each other's expertise. Opportunities for students to gain work experience within the Service Provider's businesses would be welcomed and the College may be able to supply products prepared in its own bakeries, butcher and fishmonger shops.

The College would also encourage the Service Provider to work with the Students' Association to establish a positive relationship between the two parties and to encourage more use of the catering facilities during term time.

Positive suggestions from bidders will also be welcomed and should be discussed within your answers to the technical aspects of this bid document.

## **7 Crockery, Cutlery and Light Equipment**

It is the intention of the College to migrate all of the existing light equipment that they own to the new City Campus. The Riverside Campus is operating and has a full complement of crockery, cutlery and light equipment. An asset list of light equipment this be available within the PCS-T Attachment Area – Appendix F & G. The Service Provider will be required to include a budget for any additional light equipment that they feel will be necessary and the cost of this should be amortised over the three-year life of this contract so that the equipment becomes the property of the City of Glasgow College at the end of the period.

## **8 Coffee Machines**

The Service Provider will be required to supply and fit all of their own coffee machines for all locations prior to the opening. Provision has been made to house these within each refectory and coffee shop with power, water and drainage services laid on to within 1 metre of the location. With the exception of the Refectory and the Café at the Cathedral Street entrance, which have 3 phase power, all other coffee points are single phase only. If modifications are required, approval must be obtained from the College who will co-ordinate the work with the appropriate construction teams.

## **9 Cash Registers**

The Service Provider will be required to supply their own cash registers. Note should be taken of Section 4 above but as a minimum, these should be capable of accepting cashless payments using debit and credit cards. Power and data points are available beside each till point but it will be the responsibility of the Service Provider to ensure that the system connects with their own software and banking facilities.

## **10 Emergency Services**

In the event of an emergency or closure of all or part of the normal services, the catering service will be provided to meet the College's needs and will be subject to discussion between the Service Provider and the College, having due regard to the operational practicalities. Should it not be possible to reach an agreement on the provision of costs of these services the College will be free to seek alternative providers to deliver the service.

## **11 Tariff Review**

It is the College's policy to adjust tariffs, normally in line with inflation on an annual basis. Proposals for the revision of tariffs, together with relevant support documentation, e.g. sales mix and revised recipe costings, shall be submitted to the nominated college contract manager for approval, prior to any implementation of the changes.

## **12 Recycling and biodegradable consumables**

The City of Glasgow College has an expectation that 95% of all food waste and 85% of general waste will be recycled. In order to achieve this, it requires the Service Provider to have similar key performance indicators within its own operating protocols. It will be expected that all catering consumables including disposable plates, cutlery, napkins and portion sized condiment sachets should be fully recyclable and where possible should be biodegradable.

## **13 Waste Disposal**

City of Glasgow College is anxious to comply fully with Waste (Scotland) Regulations 2012 and has its own arrangements in place to maximise recycling and minimise items going to landfill.

The College has its own food waste de-waterer (IMC Waste Station) which dries this and reduces the volume by up to 80%. The College will allow the Service Provider to utilise this machine for all food waste that has not been contaminated. The Service Provider, at its own cost, will arrange for the segregation and removal of all of their own restaurant waste from the premises. The College wishes to ensure that its recycling efforts are not contaminated by food or other items which can cause recyclable waste to be rejected and consigned to landfill incurring considerable and unnecessary costs.

## **14 Maintenance and call-out procedures**

Notification of all equipment failures and requests for maintenance should be made direct by the Service Provider to the nominated catering representative within the College. It is intended that building and equipment maintenance will be carried out by external sub-Service Providers.

## **15 Marketing**

The Service Provider is expected to maximise the use of all catering facilities through the adoption and employment of effective marketing policies and techniques. It will be the responsibility of the Service Provider to develop specific marketing proposals to encourage a healthy approach to eating, which should be fully discussed and agreed with the College prior to their implementation.



The use of the Service Provider's logo or supplier's identification on printing, stationery, etc. will be restricted and subject to the College's prior approval.

As a minimum, one special day and/or consumer promotion must take place on a monthly basis.

#### **16 Transport and Distribution**

The Service Provider shall ensure that where food or beverages are transported within the College premises, distribution practices and procedures comply with the overall health and safety requirements of the college.

#### **17 Smoking and Alcohol**

Smoking is strictly prohibited on the College premises, the college has adopted a no smoking policy. The consumption of alcoholic beverages by catering staff during working hours is not permitted. The college has the right and authority to remove any person under the influence of alcohol from the College premises.

#### **18 Customer Surveys**

Customer surveys will be carried out by the Service Provider at least twice per year. The timing, form and scope will be agreed with the College. Results of each survey will be provided in writing to the College by the Service Provider.

In the first instance, the Service Provider is required to undertake customer research in the form of a questionnaire to be given to all stakeholders in order to establish their long-term requirements. This should be completed during the first two months of tenure and the conclusions discussed with the nominated catering representative.

The Service Provider will cooperate, collaborate and engage with all reasonable requests made by the College in relation to engaging in the conduct of any Student or Staff Surveys and in relation to addressing any feedback from such surveys.

#### **19 Fire Fighting Apparatus**

The Service Provider shall not without the prior written consent of the College interfere with or remove any firefighting apparatus (other than in the event of its being required for a fire emergency) or make any change in the premises which is likely to increase any existing degree of fire risk or produce a new fire risk.

#### **20 Performance Measurement / Service Guarantees**

The Service Provider will be expected to accept their overall performance being measured by a process whereby the service and compliance are divided into six Key Performance areas:

- Customer Satisfaction.
- Food quality and presentation.
- Menu (total food offer).
- Staff retention and development.
- Compliance with legislation.

- Waste Management

## **21 Variation to specification**

- The Service shall in all respects comply with the Specification as amended from time to time and incorporated within Appendix H – Terms and Conditions of Contract
- Should any amendment to the scope of the Service or content of the Specification be proposed by either the College or the Service Provider, their representatives will meet to discuss the effect of such proposals.
- No amendment may be made to the Specification without the written consent of the College.**
- The Service Provider will accept and implement immediately any amendments to the Specification requested by the College provided that the parties have also agreed.

## **22 Summary of responsibilities**

### **22.1 General**

This Section describes the general responsibilities of the Service Provider under the Terms of the Contract, in order to give the Service Provider an indication of the scope of its obligations in agreeing to provide the Services.

### **22.2 Service Provider's responsibilities**

The Service Provider shall under the Terms of the Contract be responsible for:

- providing the Services in accordance with the provisions of the Specification.
- maintaining financial records and submitting financial information as and when required by the College.
- purchasing all consumable and non-consumable commodities and other materials required for providing the Services.
- the recruitment, employment and training of catering management and staff and all other appropriate personnel functions.
- cleaning catering areas including but not limited to tables, spot mopping and spillages , premises and equipment regularly and to the required standard. As referred to in clause 3.2.9 of the Terms and Conditions of Contract – Appendix H
- compliance with health, safety and hygiene standards and particularly, in accordance with the provisions of the Food Safety Act 1990, the Food Hygiene (General) Regulations 1970 and the Food Hygiene (Amendment) Regulations 1990 (Part 9.2).
- the receipt of goods, their safe and hygienic storage and the disposal of refuse.
- security procedures – complying with all College's procedures, for example, accidents, dangerous occurrences, emergencies, first aid, restricted apparatus, postal services and failure of equipment and services.
- any other provisions not referred to in this Section but detailed elsewhere in this document.

### **22.3 College's responsibilities**

The College shall be responsible for:

- determining the requirements of the College in terms of timing, menu and provision.
- acceptance of operating budgets and the monitoring of the budgetary performance of the catering facilities.
- appointing as appropriate sub-Service Providers to supply, for example, maintenance services and equipment suppliers.

- xiii. control of catering assets, capital budget provision for the replacement of assets and operating budget provision for the maintenance and service of assets recognising the requirements of the NPD (The Scottish Futures Trust's Non Profit Distributing) contract.
- xiv. monitoring of all catering operations which includes, but is not limited to, physical inspections of the facilities to monitor the following:
  - Cleanliness and maintenance of equipment and facilities;
  - Quality of materials purchased;
  - Source of supply of materials purchased;
  - Standards of service.
- xv. ensuring that the building fabric, in all catering areas is maintained in an appropriate condition.
- xvi. cleaning the dining room walls, ceilings and windows of the premises and staff toilets in the same way as provided for the rest of the College premises.
- xvii. ensuring the provision of all main services to catering premises including heating, lighting, ventilation, water, gas and electricity.
- xviii. authorisation of functions to be held in the catering facilities.

## **23 Additional Information**

23.1 The service provider accepts the facilities as fit for purpose.

23.2 The contract obligates service providers to take responsibility for relevant College obligations under the NPD (The Scottish Futures Trust's Non Profit Distributing) contract as defined in FM interface and other relevant documents. These documents can be obtained at the Site Visit on 15<sup>th</sup> February 2016 as the documentation is too large to include in this ITT.

23.3 The contract specifically obligates service providers to obtain prior written consent for any changes to the building including building services.

## SCHEDULE 4

### **PROVISIONAL STAFF**

As of the 21<sup>st</sup> January there were 43 members of staff employed by the current Service Provider on City of Glasgow College catering service. With the exception of the staff employed at Riverside Campus which is operating, these people work in the refectories and food outlets in the current college buildings and will be required to transfer to the new City Campus in August 2016.

Current campus	Transferring to	Staff numbers	FTE
Charles Oakley Building	City campus	8	5.9
North Hannover Street Building	City campus	12	9.0
Rogart Street Building	City campus	1	0.5
Townhead Building	City campus	13	7.9
Riverside	Riverside campus	9	7.8
		43	31.1

Bidders should note that TUPE is likely to apply to the Contract.

City of Glasgow College support the Glasgow Living Wage and will work within the current legislative framework to encourage Service Providers to pay the Living Wage.

Approximately 60% of the current staff are members of a Trades Union.

TUPE details are attached as Appendix I.

Please note that a TUPE transfer happens by operation of law and City of Glasgow College's view is not determinative.

The pension scheme that the current Service Provider operates is the Local Government Pension Scheme which is administered by the Strathclyde Pension Fund Office (SPFO).

*City of Glasgow College does not warrant the accuracy of any employee information provided by them in relation to this tender. Responsibility for compliance with the TUPE Regulations is entirely that of the outgoing and new service providers.*

## SCHEDULE 5

### **INFORMATION TO BE PROVIDED IN THE TENDER RESPONSE**

#### **Key points for tender response completion:**

1. a signed and dated tender must be submitted to the PCS-T site
2. the tender be typewritten
3. the tender and all requested enclosures must be submitted in the English language
4. Bidders should not use PDF where possible. The content and layout must be identical to the College version of the relevant sections of the tender, and it must be in the same order
5. all Charges entered in the Pricing Schedule must be shown in Pounds Sterling and entered exclusive of VAT. The Service Provider(s) will be paid in Pounds Sterling
6. the tender must be uploaded to the PCS-T system prior to the closing date and time

#### **In addition, Bidders must note that:**

1. Bidders must submit the following responses and where requested, return documents as part of their tender response on PCS-T:
  - a. Completion of Qualification Envelope including:
    - i. Submission of Bidder's Details
    - ii. Response to PCS-T Document Section
    - iii. Response to Acceptance of Documents Section
    - iv. Response to Compliance with Specification
    - v. Response to Business Probity and Blackmail Section
    - vi. Response to Insurance Requirements Section
    - vii. Response to Financial Standards & Economic Standing Section
    - viii. Response to Conflict of Interest Section
    - ix. Response to Diversity and Equalities Legislation Requirements
    - x. Response to Environmental Legislation Section
    - xi. Response to Health and Safety Legislation Section
    - xii. Response to HACCP Section
    - xiii. Submission of Appendix A – Parent Company Guarantee (if applicable)
    - xiv. Submission of Appendix B – Freedom of Information Schedule (if applicable)
    - xv. Submission of Appendix C – Non Collusion Certificate
    - xvi. Submission of Appendix D – Form of Tender
  - b. Completion of Technical Envelope
    - i. Response to Technical Questions on PCS-T
  - c. Completion of Commercial Envelope
    - i. Submission of Schedule 6 - Pricing Schedule
2. The information provided by Bidders in response to the Technical Envelope will be used to technically evaluate tenders, except where stated that the information provided is for information purposes. The weighting of this section is 70%, including presentation, of the total score.
3. The response to the Pricing Schedule (Schedule 6) will be used to commercially evaluate tenders. The weighting of this section is 30% of the total score.

**PRICING SCHEDULE**

Please complete the attached Costing Spreadsheets below for each of the individual catering units and upload where indicated within the PCS-T Commercial Envelope.



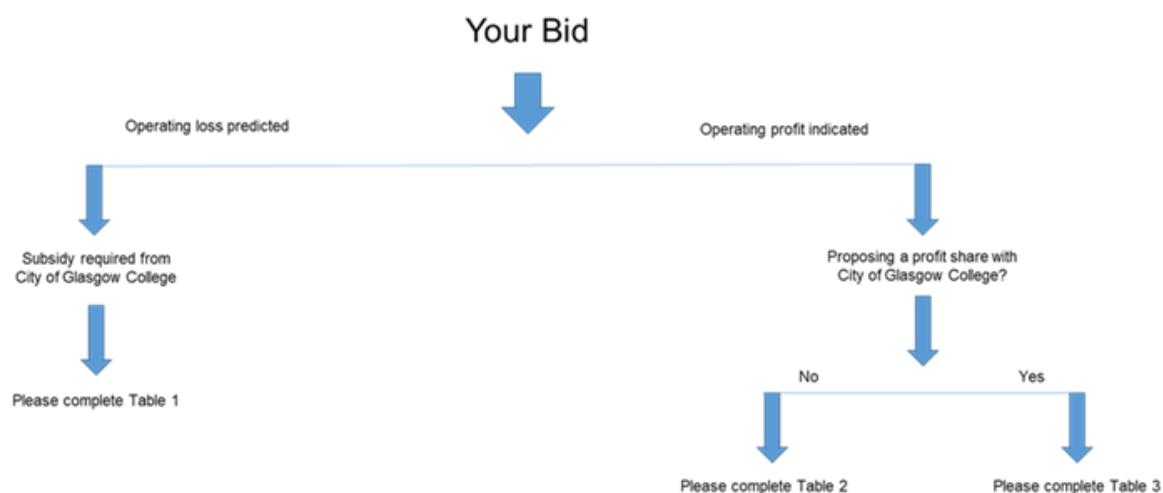
City of Glasgow ~  
Costing Sheet.xls

The City of Glasgow College estimates that the total catering revenues for academic year 2016-2017 will be around **\*£1,500,000 exclusive of VAT** but this is not guaranteed.

Bidders must use their commercial experience to make their own estimates for the turnover but where this differs by more than 10% above or below the College's estimate, please include a detailed rational for your opinion within this section of the bid documentation.

**Price Bid**

Please determine from the flowchart below which type of bid you wish to submit and **ONLY** answer the appropriate question.



**Please complete the relevant table within the Pricing Summary Spreadsheet embedded below:**

Your answer will be taken as your bid price and must be in line with the results shown with all other bid documents.



Pricing Schedule  
Summary.xlsx

### Confirmation of Bid

Does your bid submission require a subsidy?	yes / no
<p>Does your bid reflect a zero profit return?</p> <p>You agree that there will be no direct cost to City of Glasgow College to provide the catering services for the life of the contract. All risks and rewards arising from the contract will remain with you, the bidder, including all operational profits or losses and any costs associated with the running of the service.</p>	yes / no
Does your bid provide a profit share with the college	yes / no

*\* The information in this Schedule, which does not purport to be comprehensive, has been provided by the College and has not been independently verified. While the Schedule has been prepared in good faith no responsibility or liability is or will be accepted by the College in relation to the adequacy, accuracy, completeness or reasonableness of this information.*

## SCHEDULE 7

### KEY PERFORMANCE INDICATORS

KPI	Description	Measurement used	KPI Target (%)
Customer Satisfaction	Customer satisfaction and experience meets expectations.	City Customer Surveys – 2 times per year	90%
Food quality and presentation	Review of menu, food products and presentation.  Meets Expectations.	Unannounced inspections by the College representative as a minimum 3 times per annum.	90%
Menu (total food offer)	Compliance with the menu and tariff specifications in every outlet.  Meets Expectations.	Unannounced Inspections by the College representative as a minimum 3 times per annum.	90%
Allergy Management	Adherence to allergy management best practice and meeting the individual needs of users	Appropriate information easily available at all food outlets. Unannounced Inspections by the College representative as a minimum 3 times per annum.	100%
Food Hygiene	Compliance with all food hygiene regulations	City of Glasgow Council Food Safety Inspections. All issues fully resolved within 7 days.	100%
Health & Safety	Complies with all legislative, best practice or College's requirements in its operation of the service	Non-compliance or a significant breach of legislative code to be rectified within the agreed timeframe	100%
Customer Service	Service points manned with agreed staffing levels: All customer focused staff appropriately trained: Service points open at agreed times offering agreed product offer:	All Service points operational at agreed times. Training checked at an unannounced inspection by the College representative as a minimum 3 times per annum.	99%
Protection of Vulnerable Groups	The Contractors complies with all legislative, best practice or College's requirements in its operation of the service	All staff to have passed appropriate PVG checks.	100%
Waste Management	Food waste will be recycled correctly as per Schedule 3	No contamination of the food waste composting machine.  Food waste recycling	100%  90%

The College will review these KPI's prior to the commencement of the contract in conjunction with the Service Provider.



**TERMS AND CONDITIONS OF CONTRACT**

Appendix H - Terms and Conditions of Contract will form the basis of any resulting Contract(s) and the College does not intend to enter into subsequent detailed negotiations on these Conditions of Contract after your proposal has been submitted. You are therefore cautioned to review these Terms and Conditions of Contract carefully at the Tender stage of the process.



APPENDIX H - Terms  
and Conditions of C

## SCHEDULE 9

### **MINIMUM STANDARDS, EVALUTION QUESTIONS AND SCORING METHODOLOGY GUIDANCE**

#### **Part A Minimum Standards – Qualification Envelope**

The following are the minimum standards applicable to this tender and shall be considered Pass or Fail. Bidders must pass the minimum standards to proceed to the Technical and Commercial Evaluation. Where Bidders do not meet the minimum standards, their bid shall be rejected on this basis.

#### **PCS-T Documents**

Please complete “**PCS-T Documents**” in the Qualification Questionnaire on PCS-Tender.

This information is mandatory but will not be scored.

#### **Acceptance of Documentation**

Please complete “**Acceptance of Documentation**” in the Qualification Questionnaire on PCS-Tender.

This information is mandatory but will not be scored

#### **Bidder’s Details**

Please complete “**Bidders Details**” in the Qualification Questionnaire on PCS-Tender.

This information is mandatory but will not be scored.

#### **Compliance with Specification**

Bidders must confirm compliance with the specification through the PCS-T system.

#### **SME Status**

Please complete “**SME Status**” in the Qualification Questionnaire in PCS-Tender.

Bidders are encouraged to complete this section. It is for information only and will not be scored

#### **Criminal Convictions**

Please complete “**Criminal Convictions**” in the Qualification Questionnaire in PCS-Tender.

Regulation 23 (1) of The Public Contracts (Scotland) Regulations 2012 sets out mandatory grounds on which a Bidder may be ineligible to tender.

This information is a minimum standard. A fail will result in elimination from the procurement exercise.

**Pass** = Bidder answers “No” to all of the questions in this section.

**Fail** = Bidder answers “Yes” to any of the questions in this section.

### **Business Probity and Blacklisting**

Please complete “**Business Probity and Black Listing**” in the Qualification Questionnaire in PCS-Tender.

Regulation 23 (4) of The Public Contracts (Scotland) Regulations 2012 sets out discretionary grounds on which a Bidder may be ineligible to tender.

This information is a minimum standard. A fail will result in elimination from the procurement exercise.

**Pass** = Bidder answers “No” to all of the questions in this section or the Bidder has answered “Yes” to a question but has demonstrated that it has taken appropriate corrective steps to comply in the case of any infringement.

**Fail** = Bidder answers “yes” to any of the questions in this section and cannot demonstrate that it has taken appropriate corrective steps to comply in the case of infringement.

### **Insurance Requirements**

Please complete “**Insurance Requirements**” in the Qualification Questionnaire in PCS-Tender.

It is a requirement that all Bidders must have or commit to have the required insurance levels at commencement of the Framework Agreement as indicated in PCS-Tender.

A copy of the Insurance Certificate or Brokers Letter must be provided to demonstrate that the Insurance Requirements can be met.

All Insurance requirements are minimum standards and are mandatory. A fail will result in elimination of the procurement exercise.

**Pass** = The Bidder has the relevant Insurance in place with evidence of an Insurance Certificate or the Bidder has committed to obtaining the required insurance with evidence of a brokers letter.

**Fail** = The Bidder does not have the relevant insurance requirements in place and cannot commit to obtaining the relevant insurance OR the Bidder has stated they have the relevant insurance in place or can obtain it but is unable to provide evidence to demonstrate this.

### **Financial Standards and Economic Standing**

- (a) Bidders must meet minimum standards of economic and financial standing to take part in the competition.

Bidders must be financially fluid and currently trading. They must not be recorded at Companies House as having any negative action / event (dissolved, removed, in liquidation etc.) that calls into question their financial / corporate standing, such action / event will be deemed to be a failure to meet minimum standards of economic and financial standing.

Additionally, Bidders must provide suitable evidence in the form of the last **three full years of accounts** (audited and accompanied by auditors' confirmation where they are above the statutory threshold for providing audited accounts, or certified by their bank where they are below that statutory audit threshold.) Non provision of such evidence to a satisfactory standard will be deemed to be a failure to meet minimum standards of economic and financial standing.

Where the bidding business has recently been established and no annual accounts are available, un-audited or management accounts should be provided for at least 3 months prior to the application date. These must be certified by an independent Chartered Accountant or accompanied by a positive banker's reference for the bidder.

Where deemed necessary, City of Glasgow College may seek further assurances on your financial stability in the form of:

- Banker's Reference and/or;
- Auditor's Reference and/or;
- Accountant's Reference

In the event that analysis of your financial position determines that additional measures are necessary in order to provide adequate assurance of your financial strength a parent company guarantee or a bank guarantee may be sought.

If you cannot provide any of the assurances as detailed above, and it is determined by the College that your financial strength is not adequate then your company may not pass the financial evaluation. If you can provide the assurances as detailed above, the College may explore these options with you before determining whether your company can be taken forward in this procurement exercise.

- (b) In the event that analysis of your financial position determines that additional measures are necessary in order to provide adequate assurance of financial strength, you may or may not be required to provide either a parent company guarantee or a bank guarantee.

### **Conflict of Interest**

Please complete "**Conflict of Interest**" in the Qualification Questionnaire in PCS-Tender.

This information is a minimum standard and is mandatory. A fail will result in elimination of the procurement exercise.

**Pass** = The Bidder has identified no conflict of interest OR the Bidder has identified a conflict of interest but has provided details of how they intend to manage or where possible avoid such conflicts to the Authority's satisfaction.

**Fail** = The Bidder has identified a conflict of interest but has not provided sufficient detail as to how the conflict would be managed or avoided to the Authority's satisfaction.

### **Diversity and Equalities Legislation**

Please confirm that your organisation complies with its obligations under the Equality Act (2010)

**Pass** = The Bidder has answered "Yes" to this question

**Fail** = The Bidder has answered "No" to this question.

In the last 3 years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in jurisdiction other than the UK)? If 'yes', please provide a summary of the finding or judgement and explain what action has been taken to prevent similar unlawful discrimination from re-occurring.

**Pass** = The Bidder has confirmed that it has not had any finding of unlawful discrimination made against it in the last 3 years OR the Bidder has had a finding of unlawful discrimination made against it in the last 3 years but has taken remedial steps to prevent similar unlawful discrimination from re-occurring, to the satisfaction of the Authority.

**Fail** = The Bidder has had a finding of unlawful discrimination made against it in the last 3 years but has not taken remedial steps to prevent similar unlawful discrimination from re-occurring, to the satisfaction of the Authority.

In the 3 years, has your organisation had a complaint upheld following a formal investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in a jurisdiction other than the UK), on grounds of alleged unlawful discrimination? If 'yes' please provide a summary of the nature of the investigation and an explanation of the outcome (so far) and explain what action has been taken to prevent similar unlawful discrimination from re-occurring.

**Pass** = The Bidder has confirmed that it has not had any complaint upheld OR the Bidder has had a complaint upheld in the last 3 years but has taken robust and appropriate action to prevent similar unlawful discrimination from re-occurring, to the satisfaction of the Authority.

**Fail** = The Bidder has had a complaint upheld in the last 3 years but has not taken robust and appropriate action to prevent similar unlawful discrimination from re-occurring, to the satisfaction of the Authority.

### **Environmental Legislation**

Bidders must complete the applicable questions on PCS-T. All answers must be no or the Bidder must demonstrate remedial action.

City of Glasgow College shall consider the response to these questions regarding remedial action taken.

Your organisation may not pass this aspect of the evaluation if City of Glasgow College is dissatisfied with the response.

### **Health & Safety Legislation**

Bidders must complete the applicable questions on PCS-T. All answers must be no or the Bidder must demonstrate remedial action.

City of Glasgow College shall consider the response to these questions regarding remedial action taken.

Your organisation may not pass this aspect of the evaluation if City of Glasgow College is dissatisfied with the response.

### **HACCP**

Bidders must upload evidence of a Hazard Analysis and Critical Control Point (HACCP) or equivalent Food Safety Management System in place.

Bidders who do not have this in place will not proceed in the procurement exercise.

### **Declarations and Uploads**

Please complete “**Appendix A – Parent Company Guarantee**” if applicable in the Attachment Area in PCS-Tender and upload in the Qualification Envelope

Please complete “**Appendix B – Freedom of Information**” if applicable in the Attachment Area in PCS-Tender and upload in the Qualification Envelope.

This information should only be submitted if applicable. It is for information only and will not be scored.

Please complete “**Appendix C – Non Collusion Certificate**” in the Attachment Area in PCS-Tender and upload in the Qualification Envelope.

The Non Collusion Certificate is mandatory. Failure to submit this form will result in elimination from the procurement exercise.

**Pass** = The Bidder has signed and uploaded the Form of Tender.

**Fail** = The Bidder has not signed and/or uploaded the Form of Tender.

Please complete “**Appendix D – Form of Tender**” in the Attachment Area in PCS-Tender and upload in the Qualification Envelope.

The Form of Tender is mandatory. Failure to submit this form will result in elimination from the procurement exercise.

**Pass** = The Bidder has signed and uploaded the Form of Tender.

**Fail** = The Bidder has not signed and/or uploaded the Form of Tender.



### **Part B Commercial Evaluation (30%) - Commercial Envelope**

Tenders shall be commercially evaluated, broken down on the following basis:

The lowest priced compliant tender will be awarded the maximum price score of 30. All other bids will be awarded a score which is proportionate to the tender with the lowest price as per the example below:

Bidder A Price = £60,000

Bidder B Price = £40,000

Bidder C Price = £22,000

Bidder A Commercial Score =  $(22,000/60,000) \times 30 = 10.99\%$

Bidder B Commercial Score =  $(22,000/40,000) \times 30 = 16.5\%$

Bidder C Commercial Score =  $(22,000/22,000) \times 30 = 30\%$

### **Part C Technical Questions (55%) – Technical Envelope**

Bidders are required to respond to the following questions. Responses shall be assessed and scored in line with the scoring methodology.

	<b>Question</b>	<b>Weighting</b>
<b>2.1</b>	<b>Mobilisation and commissioning</b>	<b>10%</b>
<b>2.1.1</b>	<p>Please explain how your organisation will work with the College and the building Service Providers over the mobilisation and commissioning period from appointment to the start of the catering service to ensure that matters are addressed efficiently and all of the facilities are commissioned on time by the 15<sup>th</sup> August 2016.</p> <p>You should include a Transition Plan, including timescales and resource allocation, detailing as a minimum:</p> <ul style="list-style-type: none"><li>• the tasks to be undertaken between the date of award and the Commencement Date</li><li>• identification of the staff to be involved in the Lead-In Period, the number, their specific roles and number of days allocated for each staff member;</li><li>• the marketing/operating procedures/other relevant information to be issued and procedures for contact and regular communication with City of Glasgow College</li><li>• your expectation of the transitional assistance required from City of Glasgow College</li></ul> <p>Please give examples of any similar large construction project where you have been involved with the opening of new catering services.</p>	10%



	<p><b>Scoring Methodology</b></p> <p><b>Excellent Response - 4</b></p> <p><i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.</i></p> <p><i>The College is fully satisfied with the response and that a full description of tasks has been provided to meet the commencement date, that staff details, their roles and a breakdown of staff days have been provided. All marketing, operating procedures and other relevant information relating to procedures for contact communication is clear from the response. All details of transitional assistance has been provided.</i></p> <p><b>Good Response - 3</b></p> <p><i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.</i></p> <p><i>The College is satisfied with the level of response provided however the College considers that there is small room for improvement in the response and/or has a slight concern over the response.</i></p> <p><b>Acceptable Response - 2</b></p> <p><i>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</i></p> <p><b>Poor Response – 1</b></p> <p><i>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response</i></p> <p><b>Nil or inadequate response - 0</b></p> <p><i>Fails to demonstrate an ability to meet the requirement and/or insufficient detail in response.</i></p>	
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<b>2.2</b>	<b>Staffing</b>	<b>5%</b>
<b>2.2.1</b>	<p><b>Staffing Proposal</b></p> <p>Notwithstanding the effect of the current TUPE regulations, please outline your rationale in respect of the staffing structures you are planning to adopt upon mobilisation of the contract.</p> <p>Please provide details of your management and staffing structure in place demonstrating:</p> <ul style="list-style-type: none"> <li>• clear lines of communication</li> <li>• clear lines of responsibility</li> <li>• named personnel</li> <li>• job descriptions</li> <li>• qualifications and experience</li> <li>• clear escalation structure</li> </ul> <p><b>Scoring Methodology</b></p> <p><b>Excellent Response - 4</b></p> <p><i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full. The College is fully satisfied with the response and that a robust management and staffing structure is in place with suitably qualified and experienced staff.</i></p> <p><b>Good Response - 3</b></p> <p><i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled. The College is satisfied that a robust management and staffing structure is in place however the College considers that there is small room for improvement in the response and/or has a slight concern over the response.</i></p> <p><b>Acceptable Response - 2</b></p> <p><i>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</i></p> <p><b>Poor Response – 1</b></p>	<b>2.5%</b>

	<p><i>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response</i></p> <p><b>Nil or inadequate response - 0</b></p> <p><i>Fails to demonstrate an ability to meet the requirement and/or insufficient detail in response.</i></p>	
<b>2.2.2</b>	<p><b>Training Plan</b></p> <p>Please give details of your ongoing Training Plan for staff who shall be allocated to the contract.</p> <p>Please show clearly how your organisation will:</p> <ul style="list-style-type: none"> <li>• Undertake regular training assessments for all staff</li> <li>• Introduce and maintain an ongoing customer care programme.</li> <li>• Manage an ongoing CPD programme.</li> <li>• Cater for any change in Key Personnel, especially the Account Manager, to ensure no disruption to the provision of the service.</li> <li>• Detail how you shall ensure continuous staff capacity to carry out the contract</li> <li>• State the procedures the organisation will follow/have followed to recruit staff of the required experience and calibre to operate the contract successfully</li> </ul> <p><b>Scoring Methodology</b></p> <p><b>Excellent Response - 4</b></p> <p><i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.</i></p> <p><i>The College is fully satisfied with the response and that a training plan is in place, that suitable mechanisms are in place for continuity of service operating at sufficient capacity and that suitable procedures are in place to ensure staff recruited are of the required experience and calibre.</i></p> <p><b>Good Response - 3</b></p> <p><i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides</i></p>	<b>2.5%</b>

	<p><i>details on how the requirements will be fulfilled. The College is satisfied with the response and that a training plan is in place, that suitable mechanisms are in place for continuity of service operating at sufficient capacity and that suitable procedures are in place to ensure staff recruited are of the required experience and calibre however the College considers that there is small room for improvement in the response and/or has a slight concern over the response.</i></p> <p><b>Acceptable Response - 2</b></p> <p><i>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</i></p> <p><b>Poor Response - 1</b></p> <p><i>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response</i></p> <p><b>Nil or inadequate response - 0</b></p> <p><i>Fails to demonstrate an ability to meet the requirement and/or insufficient detail in response.</i></p>	
<b>2.3</b>	<b>Service Delivery – Method Statements</b>	<b>25%</b>
<b>2.3.1</b>	<p><b>Brands and Variety in the Proposed Food Offers</b></p> <p>Please provide details of any high street or internal ‘brands’ that you would propose to offer within the catering facilities across the City of Glasgow College. This should include:</p> <ul style="list-style-type: none"> <li>• A description of the brand values</li> <li>• Graphics and logos</li> <li>• The offer associated with the brand</li> <li>• It’s ideal location</li> <li>• Where you would consider locating it within the campuses.</li> <li>• Why it would work there.</li> </ul> <p>Your answer should also demonstrate the variety of different food options that would be available to staff and students across the College’s catering outlets but also ensuring that neither Riverside or City campuses are seen as having an appropriate but not a preferential service offer.</p>	<b>10%</b>

	<p><b>Scoring Methodology</b></p> <p><b>Excellent Response - 4</b>  <i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full. The College is fully satisfied with the response and full details have been provided that demonstrate how the Bidder shall meet the contract for each aspect required.</i></p> <p><b>Good Response - 3</b>  <i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled. The College is satisfied with the level of response provided however the College considers that there is small room for improvement in the response and/or has a slight concern over the response.</i></p> <p><b>Acceptable Response - 2</b>  <i>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</i></p> <p><b>Poor Response – 1</b>  <i>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response.</i></p> <p><b>Nil or inadequate response - 0</b>  <i>Fails to demonstrate an ability to meet the requirement and/or insufficient detail in response.</i></p>	
2.3.4	<p><b>Service Delivery Approach</b></p> <p>Please provide a full Method Statement on how your company proposes to meet the contract requirements including:</p> <ul style="list-style-type: none"> <li>• Approach to health and safety including risk assessments for all activities / tasks</li> </ul>	5%

	<ul style="list-style-type: none"> <li>• Approach to a suspected outbreak of food poisoning being reported to the Bidder</li> <li>• Approach to food safety including HACCP system for intended process</li> <li>• Description of deep cleaning including schedules and frequencies apropos of all catering equipment:</li> <li>• Approach to marketing and merchandising:</li> <li>• Approach to maximising the income of the Contract</li> <li>• Approach to concept of nutritional labelling of prepared dishes / foods and promoting healthy eating:</li> </ul> <p><b>Scoring Methodology</b></p> <p><b>Excellent Response - 4</b></p> <p><i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.</i></p> <p><i>The College is fully satisfied with the response and full details have been provided that demonstrate how the Bidder shall meet the contract for each aspect required.</i></p> <p><b>Good Response - 3</b></p> <p><i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.</i></p> <p><i>The College is satisfied with the level of response provided however the College considers that there is small room for improvement in the response and/or has a slight concern over the response.</i></p> <p><b>Acceptable Response – 2</b></p> <p>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</p> <p><b>Poor Response - 1</b></p> <p>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response.</p> <p><b>Nil or inadequate response – 0</b></p>	
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	Fails to demonstrate an ability to meet the requirement and/or insufficient detail in response.	
<b>2.3.3</b>	<p><b>Free Issues</b></p> <p>Please give details to the handling of free issues and the re-charging of food, beverages and other items.</p> <p><b>Scoring Methodology</b></p> <p><b>Excellent Response - 4</b></p> <p><i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.</i></p> <p><i>The College is fully satisfied with the response and full details have been provided that demonstrate how the Bidder shall handle free issue and the process for recharging items.</i></p> <p><b>Good Response - 3</b></p> <p><i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.</i></p> <p><i>The College is satisfied with the level of response provided however the College considers that there is small room for improvement in the response and/or has a slight concern over the response.</i></p> <p><b>Acceptable Response - 2</b></p> <p><i>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</i></p> <p><b>Poor Response – 1</b></p> <p><i>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response</i></p> <p><b>Nil or inadequate response – 0</b></p> <p><i>Fails to demonstrate an ability to meet the requirement and/or</i></p>	<b>1%</b>

	<i>insufficient detail in response.</i>	
<b>2.3.4</b>	<p><b>Menu Proposals</b></p> <p>Please provide menus for all catering outlets which reflect fully the diverse nature of City of Glasgow College students and their needs from a catering service.</p> <ul style="list-style-type: none"> <li>• Refectory Menus – (Full Four-week Cycles if appropriate)</li> <li>• Café menus</li> <li>• Coffee Shop Menus</li> <li>• Retail Outlet Stocks</li> <li>• Free Issues</li> <li>• Hospitality and Functions Menus</li> <li>• Any other menus required to be provided within the specification</li> </ul> <p>Please ensure that the appropriate tariff is included and that it should include VAT where appropriate</p> <p><b>Scoring Methodology</b></p> <p><b>Excellent Response - 4</b></p> <p><i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.</i></p> <p><i>The College is fully satisfied with the response and full details have been provided that demonstrate a variety of menu and healthy eating options.</i></p> <p><b>Good Response - 3</b></p> <p><i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.</i></p> <p><i>The College is satisfied with the level of response provided however the College considers that there is small room for improvement in the response and/or has a slight concern over the response</i></p> <p><b>Acceptable Response - 2</b></p> <p><i>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</i></p>	<b>5%</b>



	<p><b>Poor Response - 1</b></p> <p><i>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response</i></p> <p><b>Nil or inadequate response – 0</b></p> <p><i>Fails to demonstrate an ability to meet the requirement and/or insufficient detail in response</i></p>	
2.3.5	<p><b>Customer Surveys</b></p> <p>Please detail how you shall implement a programme of Customer Surveys to gauge Customer Satisfaction of the Service from the Customer and how you shall deal with actions resulting from the surveys. You should also demonstrate that these fit with the College's own cycle of student and staff surveys.</p> <p><b>Scoring Methodology</b></p> <p><b>Excellent Response - 4</b></p> <p><i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.</i></p> <p><i>The College is fully satisfied with the response and full details have been provided of how a programme of customer surveys shall be implemented to gauge customer satisfaction of the service and the Bidder has provided details of how actions shall be carried out.</i></p> <p><b>Good Response - 3</b></p> <p><i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.</i></p> <p><i>The College is satisfied with the level of response provided however the College considers that there is small room for improvement in the response and/or has a slight concern over the response.</i></p> <p><b>Acceptable Response - 2</b></p> <p><i>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on</i></p>	2%

	<p><i>how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</i></p> <p><b>Poor Response - 1</b>  <i>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response</i></p> <p><b>Nil or inadequate response – 0</b>  <i>Fails to demonstrate an ability to meet the requirement and/or insufficient detail in response.</i></p>	
2.3.6	<p><b>Continuous Improvement Plan</b></p> <p>Provide details of how a programme of continuous improvement will be implemented during the Contract. Provide the following information, which will not be limited to:</p> <ul style="list-style-type: none"> <li>• a description of the system to be used</li> <li>• a project plan for introducing and developing the system and details of the benefits you envisage will be delivered together with an indication of when these will be realised.</li> </ul> <p><b>Scoring Methodology</b></p> <p><b>Excellent Response - 4</b></p> <p><i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.</i></p> <p><i>The College is fully satisfied with the response and full details have been provided of the continuous improvement plan that shall be implemented, the benefits envisaged and an indication of when these shall be realised.</i></p> <p><b>Good Response - 3</b></p> <p><i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.</i></p> <p><i>The College is satisfied with the level of response provided however the College considers that there is small room for improvement in the response and/or has a slight concern over the response.</i></p>	1%

	<p><b>Acceptable Response - 2</b></p> <p><i>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</i></p> <p><b>Poor Response - 1</b></p> <p><i>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response</i></p> <p><b>Nil or inadequate response – 0</b></p> <p><i>Fails to demonstrate an ability to meet the requirement and/or insufficient detail in response.</i></p>	
2.3.7	<p><b>Complaints and Dispute Resolution Procedure</b></p> <p>Please provide a copy of your complaints and dispute resolution procedure:</p> <ul style="list-style-type: none"> <li>• state how the users within City of Glasgow College will be aware of the existence of the above procedure and how it will be made accessible to them at all times</li> <li>• explain how complaints will be addressed and detail the timeframes and escalation procedures involved for complaint resolution.</li> <li>• Show how this dispute resolution process fits with the obligations within Appendix H – Terms and Conditions of Contract, Clause 24.</li> </ul> <p><b>Scoring Methodology</b></p> <p><b>Excellent Response - 4</b></p> <p><i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.</i></p> <p><i>The College is fully satisfied with the response and full details have been provided of the complaints and dispute resolution procedure that shall be put in place, the approach, timescales and escalation procedure in place for resolving complaints,</i></p> <p><b>Good Response - 3</b></p>	1%

	<p><i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.</i></p> <p><i>The College is satisfied with the level of response provided however the College considers that there is small room for improvement in the response and/or has a slight concern over the response.</i></p> <p><b>Acceptable Response - 2</b></p> <p><i>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</i></p> <p><b>Poor Response - 1</b></p> <p><i>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response.</i></p> <p><b>Nil or inadequate response – 0</b></p> <p><i>Fails to demonstrate an ability to meet the requirement and/or insufficient detail in response.</i></p>	
<b>2.4</b>	<b>Working in Partnership with the College as part of your Organisation's Corporate Social Responsibility Policy</b>	<b>5%</b>
<b>2.4.1</b>	<p><b>Partnership Approach</b></p> <p>The City of Glasgow College is enthusiastic about working in partnership with its catering Service Provider in order to generate long term mutual benefits and improvements to the overall student experience whilst ensuring the catering provision continues to reflect the quality, diversity, variety and availability objectives set by the College.</p> <p>Please state your business' CSR policy and demonstrate where and how it is being implemented elsewhere.</p> <p>Please give details on how your organisation might help achieve this ambition, sighting examples of co-operation, improved communications with students and staff, any opportunities for work experience that may be possible for students from a variety of courses or arrangements to utilise college produce from its training bakeries and kitchens.</p> <p>In your answers, you may wish to consider any challenges that</p>	<b>5%</b>

	<p>we may both face in implementing your ideas as well as suggestions on how these may be overcome.</p> <p><b>Scoring Methodology</b></p> <p><b>Excellent Response - 4</b></p> <p><i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.</i></p> <p><i>The College is fully satisfied with the response and full details have been provided of the arrangements in place with suppliers and that an ethical approach to sourcing foods and other goods is demonstrated.</i></p> <p><i>The College is satisfied that potential areas of increasing purchase with local suppliers is in place, that food source has traceability and where possible, reduction of delivery mileage is considered.</i></p> <p><b>Good Response - 3</b></p> <p><i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.</i></p> <p><i>The College is satisfied with the level of response provided however the College considers that there is small room for improvement in the response and/or has a slight concern over the response.</i></p> <p><b>Acceptable Response - 2</b></p> <p><i>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</i></p> <p><b>Poor Response - 1</b></p> <p><i>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response</i></p> <p><b>Nil or inadequate response – 0</b></p> <p><i>Fails to demonstrate an ability to meet the requirement and/or insufficient detail in response.</i></p>	
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<b>2.5</b>	<b>Environmental Concerns</b>	<b>3%</b>
<b>2.5.1</b>	<p><b>Waste Disposal</b></p> <p>City of Glasgow College is committed to meeting Scottish Government policies on environmental issues. Please provide details of how your organisation will assist in achieving these objectives through:</p> <ul style="list-style-type: none"> <li>• Minimising waste in general</li> <li>• Separating food waste</li> <li>• Recycling of refuse materials including method statements</li> </ul> <p><b>Scoring Methodology</b></p> <p><b>Excellent Response - 4</b></p> <p><i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full. The College is fully satisfied with the response and deems that the Bidders have demonstrated measures in place that shall:</i></p> <ul style="list-style-type: none"> <li>• <i>Minimise waste</i></li> <li>• <i>Prevent contamination of general recycling with food waste</i></li> <li>• <i>Recycle what is possible.</i></li> <li>• <i>Offer a percentage target for recycling</i></li> </ul> <p><b>Good Response - 3</b></p> <p><i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.</i></p> <p><i>The College is satisfied with the level of response provided however the College considers that there is small room for improvement in the response and/or has a slight concern over the response.</i></p> <p><b>Acceptable Response - 2</b></p> <p><i>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</i></p> <p><b>Poor Response - 1</b></p>	<b>3%</b>

	<p><i>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response</i></p> <p><b>Nil or inadequate response – 0</b></p> <p><i>Fails to demonstrate an ability to meet the requirement and/or insufficient detail in response.</i></p>	
<b>2.6</b>	<b>Business Continuity and Exit Strategy</b>	<b>7%</b>
<b>2.6.1</b>	<p><b>Business Continuity and Contingency Planning</b></p> <p>Please outline your overall Business Continuity plan and provide a detailed Contingency Plan identifying the main areas of risk that could affect the continuity of service at the College. Your contingency plan should fully address mitigations or actions to be taken and by whom. The type of scenarios could include:</p> <ul style="list-style-type: none"> <li>• Loss on one or more catering facilities within the College</li> <li>• A Norovirus outbreak within the College (from any source)</li> <li>• A weather related occurrence leading to an interruption of service.</li> <li>• Incapacity of a key individual within your organisation.</li> </ul> <p><b>Scoring Methodology</b></p> <p><b>Excellent Response - 4</b></p> <p><i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.</i></p> <p><i>The College is fully satisfied with the response and full details have been provided of the main risks that could affect continuity of service and how/when these shall be addressed and by whom.</i></p> <p><b>Good Response - 3</b></p> <p><i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.</i></p>	<b>5%</b>

	<p><i>The College is satisfied with the level of response provided however the College considers that there is small room for improvement in the response and/or has a slight concern over the response.</i></p> <p><b>Acceptable Response - 2</b></p> <p><i>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</i></p> <p><b>Poor Response - 1</b></p> <p><i>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response</i></p> <p><b>Nil or inadequate response – 0</b></p> <p><i>Fails to demonstrate an ability to meet the requirement and/or insufficient detail in response.</i></p>	
2.6.2	<p><b>Exit Strategy</b></p> <p>Provide a detailed Phase-Out Plan &amp; Exit Strategy identifying and addressing the tasks necessary to be undertaken during the 6-month period prior to the date of Contract expiry or date of earlier termination as notified by City of Glasgow College.</p> <p><b>Scoring Methodology</b></p> <p><b>Excellent Response – 4</b></p> <p><i>Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.</i></p> <p><i>The College is fully satisfied with the response and full details have been provided of a Phase-Out Plan and Exit Strategy addressing the tasks necessary to be undertaken during the 6 months prior to the date of contract expiry or early termination as noticed by the College.</i></p> <p><b>Good Response – 3</b></p> <p><i>Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides</i></p>	2%



	<p><i>details on how the requirements will be fulfilled.</i></p> <p><i>The College is satisfied with the level of response provided however the College considers that there is small room for improvement in the response and/or has a slight concern over the response.</i></p> <p><b>Acceptable Response – 2</b></p> <p><i>Response is relevant and acceptable. The response addresses a broad understanding of the requirement but lack details on how the requirement will be fulfilled in certain areas. The College considers that there is room for improvement in the response and/or has some concerns over the response.</i></p> <p><b>Poor Response – 1</b></p> <p><i>Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled. The College considers that the response is not sufficient, that there is room for improvement and has a number of concerns regarding the response</i></p> <p><b>Nil or inadequate response – 0</b></p> <p><i>Fails to demonstrate an ability to meet the requirement and/or insufficient detail in response.</i></p>	
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#### **Part D Technical Evaluation (15%) - Presentation**

<b>2.8</b>	<b>Presentations</b>	<b>15%</b>
<b>2.8.1</b>	Bidders will be asked to make a presentation lasting 1 hour to a panel made up of representatives of the user groups within City of Glasgow College.	15%

	<p>The presentations will provide the bidder with an opportunity to:</p> <ul style="list-style-type: none"> <li>• Think outside the documentation</li> <li>• Demonstrate that their ambition matches the College's vision</li> <li>• Demonstrate how their Partnership Working arrangements add value to the contract.</li> <li>• Demonstrate why they stand out from the other service providers within their field</li> </ul> <p>Bidders will be advised of the full presentation requirements including dates and times once the initial evaluations have been completed.</p> <p>The College will also take this opportunity to ask the bidder clarification questions related to their bid.</p>	
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**TENDER CHECKLIST**

The following documents/responses are required to be uploaded as part of your tender response:

**Completion of Qualification Envelope**

- |  |                          |
|--|--------------------------|
| 1) Submission of Bidder's Details  | <input type="checkbox"/> |
| 2) Response to Document Acceptance   | <input type="checkbox"/> |
| 3) Response to Compliance with Specification                                     | <input type="checkbox"/> |
| 4) Response to Business Probity, Criminal Convictions and Blacklisting Questions | <input type="checkbox"/> |
| 5) Response to Insurance Question Requirements                                   | <input type="checkbox"/> |
| 6) Response to Financial Standards & Economic Standing Requirements              | <input type="checkbox"/> |
| 7) Response to Conflict of Interest Questions                                    |                          |
| 8) Response to Diversity and Equalities Legislation Questions                    | <input type="checkbox"/> |
| 9) Response to Environmental Legislation Questions                               | <input type="checkbox"/> |
| 10) Response to Health & Safety Legislation Questions                            | <input type="checkbox"/> |
| 11) Response to HACCP or equivalent Food Management System                       | <input type="checkbox"/> |
| 12) Upload of Parent Company Guarantee (if applicable)                           | <input type="checkbox"/> |
| 13) Upload of Freedom of Information Schedule (if applicable)                    | <input type="checkbox"/> |
| 14) Upload of Non Collusion Certificate  | <input type="checkbox"/> |
| 15) Upload of Form of Tender   | <input type="checkbox"/> |

**Completion of Technical Envelope**

- |   |                          |
|---|--------------------------|
| 16) Completion of responses to questions on PCS-T under Technical Questions | <input type="checkbox"/> |
|---|--------------------------|

**Completion of Commercial Envelope**

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|---|--------------------------|
| 17) Completion of responses to questions on PCS-T under Commercial Questions and Upload of Schedule 6 - Pricing Schedule including completion of all Worksheets | <input type="checkbox"/> |
|---|--------------------------|