



INVITATION TO TENDER

FOR THE PROFESSIONAL MANAGEMENT OF

ISLAMIA PRIMARY SCHOOL

CATERING SERVICES

JUNE/JULY 2018

ISLAMIA PRIMARY SCHOOL CATERING TENDER 2018

Timescales for development of the Tender

Date	Information
Thurs 14 th June 2018	Contract Notice advertised. Tenderers invited to obtain the Tender Documents from the School website
Thurs 14 th June 2018	Tenderers question period starts
Friday 22 nd June 2018 @ 16.00 hours	Deadline for Tenderers to register their interest for the site visit
Monday 25 th June 2018	Tenderer's site visit & bidders meeting
Friday 29 th June 2018 @ 12.00 hours	Tenderers question period ends
Monday 2 nd July 2018 @ 12.00 hours	Tender return date (must include completed supplier questionnaire and declaration of non-collusion)
Tuesday 3 rd July 2018	Tender evaluation begins
By Monday 9 th July 2018	Short-listed bidders notified
Weds 18 th & Thurs 19 th July 2018	Presentation & Food tasting by short-listed bidders
By Mon 23 rd July 2018	Final negotiations and Contract award.
August 2018	Contract mobilisation
1 st September 2018	Commencement of contract

ISLAMIA PRIMARY SCHOOL (SPS)

INSTRUCTION to TENDERERS

TENDER SUBMISSION

Your Tender submission must be received **by email** to: officemanager@islamia.brent.sch.uk no later than **12.00 hours on Monday 2nd July 2018**. Please also post one hard copy of all documentation to Islamia Primary School (IPS) clearly marked "**Catering Tender**", addressed for the attention of Mr. Babar Mirza, Head Teacher, to arrive not later than **12.00 hours on Monday 2nd July 2018**.

Your postal submission must be delivered during normal office hours (08.30hrs to 15.00hrs Monday to Friday). Tenderers should note that this also applies to any Tender sent via couriers. Hand deliveries should be made to the Contact named above.

Important note – Tenders must be submitted in a plain, sealed envelope which does not identify your company and is clearly marked "Catering Tender".

**Address: Islamia Primary School
129 Salusbury Road
London
NW6 6PE**

Your Tender return must include the following:

- i) A copy by email and one hard copy of your Tender response, including the supplier questionnaire and declaration on non-collusion. Please be advised that the information you provide will be used in the evaluation process and therefore it is vital to include as much relevant detail as possible.
- ii) A copy by email and one hard copy of any further documentation that you may wish to submit separately in support of your Tender. Such documentation must be clearly listed in an accompanying letter.

Any queries with regard to this Tender process must be received by our School Office Manager no later than Friday 29th June 2018 @ 12.00 hours.

At:

officemanager@islamia.brent.sch.uk

The Award Criteria and scoring methodology can be found at appendix 1, which is attached to this document. The highest scorers only (up to a maximum of five tenderers) will be taken to the next stage and invited to make a presentation to the School. The School may then decide to carry out supplier visits prior to making their final decision. All dates and deadlines can be seen at the start of the tender document. It will be the Tenderers responsibility to obtain any necessary documents in order to submit a response by the closing date and time. The contracting authority will not be liable for any costs incurred by those tendering for this contract.

The school reserves the right not to award any or part of the contract which is subject to this tender procurement process and reserves the right to terminate the procurement process at any time.

Brief History and Introduction to your Company

Please give information on your current business structure, for example, a family tree.

Site Survey

Site surveys will be conducted on Monday 25th June 2018. **You must register** your intention to attend the site visit by completing the attached form and return as instructed. You will then be allocated a specific time to attend the site. There are a limited number of spaces available. These will be allocated on a 1st come 1st served basis determined by the date and time which your "Registration of Intention to Tender and Attend the Site Visit" form was received by e-mail to the school office manager as per the instructions.

Survey personnel must and will be accompanied at all times.

Discussion with the catering management and the catering staff **is not permitted** and all employment matters should be addressed to the school representative. You will be allowed a maximum of three hours on site to view the facilities on the day allocated and may ask any relevant questions to the School representative. These questions will be responded to in writing and those of a general nature will be shared with all the Tenderers.

You **will not be permitted** to visit the site outside of the allocated time.

Client details

	Head Teacher
Names	Mr. Babar Mirza
Address	Islamia Primary School (IPS) 129 Salusbury Road London NW6 6PE
Telephone	020 73722532
E-mail address	officemanager@islamia.brent.sch.uk

All questions should be directed to the School Office Manager in the first instance at the email address above.

Aim and Objectives

Islamia Primary School is a two form entry primary school with 420 pupils on role. The School is divided into Infants and juniors with ages ranging from 4 years to 11 years respectively. The School is situated in Queen's Park within the London Borough of Brent. There is a designated canteen hall with facilities for washing and keeping food warm, but there are no cooking facilities on site.

The School are seeking to create a partnership with an experienced school caterer to provide an excellent lunchtime provision using locally sourced, fresh ingredients.

A local management structure to support the school catering service is important as is the ability to increase the number of pupils opting to take a school lunch.

The School have enjoyed successful working partnerships with their current and previous catering providers, but have a responsibility to challenge the market place to ensure that they take advantage of the latest opportunities.

The contract will be for an initial period of **1 year** with a possible extension of a further 1 year. Tenderers should submit a 1 year proposal before any other proposal can be considered.

Islamia Primary School (IPS) wish to enter into a flexible agreement with a suitable Catering Contractor, hereinafter referred to as 'Contractor', who will deliver the services in full compliance with National, Local Authority and School standards.

In order to satisfy the Schools' changing needs, the Contractor must develop a good understanding of the school's culture, standards (including nutritional standards) and procedures and have a proactive, positive approach. The Contractor must understand there will be times in the School Calendar when Pupils are out of School for various reasons, such as a School trip. This is normal practice in Schools and the Contractor must anticipate fluctuations in Pupil numbers throughout the year.

The contractor must be able to demonstrate knowledge and expertise in the Primary/Academy School sector through references which are relevant to this contract.

For the purpose of managing this contract the provider must be available to attend the School premises within three hours should an urgent issue need resolving.

The School internet address provides outline information which may be of interest.

Islamia Primary School (IPS) can be accessed at www.islamiaprimary.org.uk

Site Specific Information

Number of pupils on site	420
Number of staff on site	75 (teaching, support & site staff)
No of FSM / UIFSM pupils	260
Current daily average uptake for a school meal	57%
Price of a pupil meal	£2.15
Service consist of the follows:	
Infant lunch	11:30am – 12:20pm (Monday – Friday)
Junior lunch	12:40pm – 1:30pm (Monday – Friday)

The School have issued the above information only as a guide to Tenderers in order to compile their bid. Tenderers will have the opportunity to view the service on their allocated site visit, which will support their understanding of the School's requirements.

Objectives

To facilitate the goal, The Head Teacher, School representatives and The Contractor shall be committed to the following prime objectives: -

- i. To establish a track record of quality service provision with clear customer focus, and with financial dealings of the highest ethical order.
- ii. To provide a catering service that exceeds the current high standards in respect of quality and value for money. Provides nutritionally balanced menus in line with Government food standards and legislation and innovative ideas suitable for young people aged 4yrs to 11yrs.
- iii. To strive for continuous improvement, innovation and development with regard to quality and cost effectiveness of the service.
- iv. To continually bring the professionalism and expertise available within the catering industry to ensure that the latest techniques and best practices are applied.
- v. To provide a quality support service environment with high regard for safety, security and environmental awareness.
- vi. To work together with the intent of establishing a mutually beneficial long-term contractual relationship, based on a clear understanding of the Contractor's and Schools' contractual aims and expectations.
- vii. To remunerate the Contractor in a timely, fair and equitable manner based upon performance delivery.

General Scope of Services

The following general comment outlines the scope of services to be provided by the Contractor.

Comprehensive high quality Catering Service to include the following:

- Daily Lunchtime Service and its continuous improvement
- Health & Safety Procedures
- Cleaning and Hygiene Service
- Raw Materials Control/Handling and Preparation
- Effective management of staff in pursuance of continuous personal development.
- Administration
- Replacement of Light Equipment

General Responsibilities of The Contractor

- i. The core element of the appointment will be a high- level catering service driven by a thorough understanding and appreciation of the needs of the School. The Contractor shall demonstrate clear commitment to continuous improvement in service delivery and cost effectiveness.
- ii. The Contractor shall manage all staffing issues with due consideration to local and cultural sensitivities and will ensure that all staff are enhanced DBS clearance checked and duly qualified. The contractor shall also ensure that all management staff are qualified, experienced, adequately trained, committed and able to assimilate School culture, policies and procedures. Where the Contractor employs agency staff, care will need to be taken to ensure they are fully supervised at all times and have obtained a satisfactory enhanced DBS clearance check or equivalent.
- iii. Permanent changes in staffing levels or core management staff (apart from resignations) shall not be made by the Contractor without the express prior written approval of The Head Teacher and/or School representatives and shall be supported with appropriate job hand over documentation, planning and discussions with The Head Teacher and/or School representatives to ensure smooth transition without affecting operations. Any proposed changes to staff terms and conditions during the term of the contract must first be notified to and agreed by the School.
- iv. The Contractor will be responsible to The Head Teacher and/or School representatives for the appointment and management of suitable staff.
- v. Unless otherwise agreed, The Contractor shall procure or otherwise obtain all foods, materials and services required for managing and performing the Service. The Contractor shall apply sound procurement practices, ethics and business controls to ensure that all foods, materials and services meet statutory requirements and the Schools' specification and are procured at competitive prices. These are to be monitored by The Head Teacher and/or School representatives as and when required.
- vi. The Contractor shall assume operational administration of the Schools' applicable assets.

General responsibilities of The School

- i. The School shall provide a suitable working environment, stores, etc. as appropriate, for the exclusive use of The Contractor. Such space shall be provided free of charge to The Contractor.

- ii. The School shall provide standard furniture directly related to the Contractor's management activities as reasonably requested by the Contractor and as agreed by The Head Teacher and/or School representatives.
- iii. The School shall ensure that an appropriate interface is established with the Contractor and that clear decision making processes and approval authorities are in place to facilitate service delivery.
- iv. The School shall provide access to relevant information as is deemed necessary by The Head Teacher and/or School representatives and The Contractor for the successful delivery of the Service.
- v. The School shall provide appropriate security access to defined locations or parts thereof, on terms to be agreed between The Head Teacher and/or School representatives and The Contractor.
- vi. The School will not be liable for any damages and or compensation payable to any member of staff, supplier or customer, which may occur through any fault of the Contractor.

Continuous Improvement

The Contractor will manage the service within a framework of continuous improvement as measured by improvement to aggregate customer satisfaction, client satisfaction, key performance indicators and external benchmarking criteria as follows:

- i. Provide management cover during all operational core hours.
- ii. Periodically (to be agreed) review the quality, effectiveness, efficiency and value for money of the service delivered to ensure it continues to meet requirements as identified in the objectives and/or identifies continuous improvement opportunities.
- iii. Ensure compliance with the service levels defined in the Agreement.
- iv. Ensure 100% compliance with all applicable local laws, regulations and Schools' policies.
- v. Plan, present and obtain approval for all operating expense budget plans and proposed variations to budget.
- vi. Monitor all quality assurance procedures and produce certificates as required by the School.

Please give details of any quality assurance policies and procedures and provide copies of any relevant certification.

Health and Safety

The Contractor is to demonstrate full compliance through regular measurement and audit of Health & Safety procedures to achieve the following:

- No injuries
- No harm to people
- Appropriate risk assessments for all operational activities.
- Ensure that method statements are prepared for all operational activities.
- Health & Safety Policy that complies with all current legislative requirements.

Please provide an up to date copy of your Health & Safety Policy Statement.

Please provide details of any accreditation (internal/external).

Please give details of your safety arrangements, training and monitoring procedures.

Environmental Considerations

The Contractor is required to minimise the environmental impact of the catering operation by:

- Avoid wasting food
- Minimising the use of power and water
- Minimising the use of disposable items
- Using cleaning products which do the minimum possible environmental damage

Please provide details of your company environmental policy

Cleaning and Hygiene

- i. All costs associated with the disposal of waste are the responsibility of the contractor.
- ii. The Contractor will be responsible for maintaining the highest levels of hygiene and cleanliness in all areas of the Catering Department, which will include the kitchen, serveries, food delivery, storage/waste and changing areas, cleaning & spot mopping of the dining room floors & dining tables after the lunch service.
- iii. Waste Disposal - Wet waste will be disposed of by means of Waste Disposal Units in the Dish wash and Pot wash area. Dry waste is to be compacted by the Contractor. The Contractor will

provide clear waste bags for dry waste. Dangerous waste such as glass, broken plates etc. will be disposed of safely in to the appropriate recycling point. It is the Contractor's responsibility to remove all waste to designated areas for disposal at least once as a minimum on a daily basis. Consideration to environmental recycling and company policies on this should be included in the return documents.

- iv. The Contractor will be responsible for purchasing all cleaning materials, details of which must be submitted to the Schools' COSHH manager prior to the item being used on site. The Contractor must show that all cleaning products are safe to use, environmentally friendly and that they are specifically designed for the task intended. COSHH data sheets on all chemicals/products brought on site are to be kept in an appropriate location and available for inspection by The Head Teacher and/or School representatives.
- v. The School or their authorised representative reserves the right to undertake routine and sporadic inspections of the Catering Department.

Raw Materials Control/Handling and Preparation

The contractor shall provide The Head Teacher and/or School representatives with food that meets specifications as shown below:

Food Suppliers, Transportation and Receipt

- i. The Contractor must ensure that all food items are Halal approved. A supplier's certificate will be required.
- ii. The Contractor must have in place, and maintain, a HACCP system in keeping with the Food Safety Act of 1990, Food Hygiene (England) Regulations 2006 and the subsequent updates.
- iii. Contractors must utilise local or regional produce as the primary supply for Bakery goods, Fresh Vegetables and Fresh Meat, details of whom and where the suppliers are sourced must be detailed in the response. The Contractor will inspect approved suppliers and this shall include a site visit and review of the supplier's procedures, facilities and assurance processes. Contractor's inspection results shall be documented and available for inspection. A competent person will perform supplier audits. Where the supplier holds a relevant third party accreditation they must supply The Contractor with a current accreditation certificate. Where such an accreditation exists, supplier auditing by The Contractor may not be deemed essential. In such circumstances The Head Teacher and/or School representatives must be consulted and give approval to waive the formal auditing of the supplier.

- iv. The Contractor must ensure all safe food standards are maintained throughout the delivery of foodstuffs to the site. Delivery times are to be agreed with the School and received by the catering staff. This includes maintaining refrigerated, frozen and dry food storage temperatures and/or conditions during delivery process. The HACCP system operated by The Contractor must address these issues and include documented acceptable delivery temperatures with tolerances.
- v. The Contractor shall ensure a quality control programme is implemented for receipt of all foodstuff deliveries. This programme must clearly define acceptance/rejection criteria. The results of each shipment inspection must be documented in a log. As a minimum the log should verify that appropriate temperatures were maintained during transportation in refrigerated/frozen containers by recording delivery temperatures. If the delivery vehicle has a temperature-monitoring log a copy of this log should be obtained. In addition, the record should have a description of problems identified and foodstuffs rejected.
- vi. The Contractor must not utilise food with past expiration dates (manufacturers' use by or best before) or food that has deteriorated or spoiled.
- vii. The School or its representatives reserves the right to review all logs, quality assurance documents, due diligence and other HACCP records. This includes sight of the Contractors whole HACCP system.

Food Storage

The Contractor will record the temperatures on a log twice daily for all freezers and refrigerators in use in line with the Contractor's HACCP system. Refrigerated foods and frozen foods are to be maintained as per the Contractors food safety manual.

Evidence of this policy must be produced as part of this tender response.

Personal Hygiene

- i. The Contractor must provide, and require food handlers to wear, clean protective uniforms, and give details as part of this tender response.
- ii. Frequent hand washing for all food service personnel must be in line with the Contractor's HACCP detailed hand washing procedures for personal hygiene practices.
- iii. Footwear must be closed, hard-toed shoes.

- iv. A No Smoking policy operates on the School site.

Personnel Requirements

The Contractor, at a minimum shall have in the kitchen at all times personnel listed below:

- i. Minimum of one member of the food handling staff, or supervisor, who has undergone Food Hygiene training to Level 2 and/or Level 3 by a recognised UK training body (e.g. RSH, CIEH). This training must have occurred within the last three years and remain current.
- ii. All food handlers should be trained to Food Hygiene Level 2 (Basic). This training must have occurred within the last three years and remain current. Documentation of this training shall be maintained. The Head Teacher and/or School representatives reserve the right to review all training programmes and records.
- iii. Enhanced DBS Clearance for all staff at the Contractor's expense.
- iv. Training commensurate with duties must be programmed for all staff.

Please give details of staff training policies and procedures.

Preparation and Service

1. Minimal safe internal temperatures are to be verified for foods being cooked.
2. Foods to be reheated must be heated to a minimum core temperature and reheated only once.
3. Hot foods are to be served at a temperature above the legal minimum required for hot holding, and cold foods served at a temperature below the legal maximum level required by law.
4. The Contractor is to maintain documentation of the above and make it available for review by the School or their authorised representative as and when required.

All temperatures for these processes should be clearly stated in the contractors Food safety Manual and should as a minimum comply with those stated in the Food Safety Act of 1990, Food Hygiene (England) Regulations 2006 and the subsequent updates.

Tariff Prices

It is a requirement that Contractors should abide by the site tariff, which is set by the School. Should there be a need to increase the site tariff this will be agreed with the Head Teacher and/or the School representatives on an annual basis.

Contractors shall ensure that catering staff are appropriately informed/ trained in the menu, food content and portion sizing.

Special Dietary Requirements

You will be expected to respond to any *notified* dietary requirements of pupils or staff and this should be taken into consideration when completing this tender.

Menus and Healthy Eating

Emphasis will be given to a consistent availability of healthy menu content with a good variety of dishes throughout the cycle menu - incorporating as a minimum one daily vegetarian option. The effective merchandising of healthy eating food will be important.

The contractor must provide a choice of two hot main meals each day and a choice of dessert, at the standard tariff of £2.15 per pupil meal, (this also includes the Free School Meals and UIFSM pupils).

It is expected that particular emphasis is placed on the Government's food and nutritional standards and the promotion of the Five a Day principles and you should present within your response how you will be promoting this.

As a minimum it is expected that the menu cycle will change three times a year.

The above menus must comply with the Government's food and nutritional standards and you will need to demonstrate your understanding of the above.

The Contractor must comply with all allergy legislation and demonstrate a clear understanding.

The School will seek documented assurance from the successful contractor that products are screened to ensure no mechanically recovered/separated meats, banned offal or genetically modified products are being used.

Sustainability

Please outline your company policy in relation to sustainability and detail, where possible, areas that you feel you could promote fair trade and environmental considerations.

Merchandising and Promotion

The Tenderer should please outline their approach for promotion of the catering service, and provide menus and promotional material for a School term within their response accordingly. An indicative calendar of promotional events throughout the academic year should be included in the tender submission. Again the school will expect the contractor to consult with the School Council on this subject throughout the length of the contract.

On-Site Catering Management

The competence of the supervisory support is critical to the success of the contract. The Contractor should be able to demonstrate the competence of the supervisory personnel and that such individuals possess the appropriate supervisory experience in a position of at least similar scope, size and status.

The Catering Supervisor shall be required to liaise with the Head Teacher or the School representative, as and when required, to ensure the catering services are properly performing and complaints and special instructions are dealt with promptly and efficiently.

The contractor must provide their own First Aid cover and facilities and to keep their training records for the First Aid up to date. Training records will be required as part of the audit process on an annual basis.

Management Support

- i. A regional or group support manager of The Contractor shall be available during the hours of Monday to Friday 8.30am to 4.30pm for liaison with The Head Teacher and/or School representatives, to ensure that the catering service is performing to the required standard and that complaints and special instructions are dealt with promptly and efficiently. The Contractor's Support Manager shall be The Head Teacher and/or School representative's first point of contact. During the first month of operation of this contract, a weekly update/operational meeting will be held between the Support Manager and The Head Teacher and/or School representatives.

- ii. The Support Manager shall meet monthly/termly with The Head Teacher and/or School representatives to ensure that the terms of the Contract and the standard of the services are maintained.
- iii. A formal quarterly review meeting shall be held between the Contractor's Account Manager and/or senior management representative and The Head Teacher and/or School representatives. This meeting will deal with all aspects of the Contract, helping to ensure that the terms of the Contract and the standard of the services are maintained, and include a full review of the management information that will be produced by the Contractor.

Please provide a profile of each member of the support management team.

The Head Teacher and School representatives intend for the contractor to operate an open book policy with regards to all aspects of the contractual agreement.

Repairs, Maintenance and Replacement of Equipment

- i. The Contractor shall be responsible for the repair, maintenance and replacement of all heavy kitchen equipment unless fault is caused by the school.
- ii. Repairs required to any equipment for which the school is responsible are to be advised to The Head Teacher by The Contractor in a prompt and timely manner and access to be given for works to be undertaken at a mutually convenient time. Wherever possible works are to be undertaken out of hours unless urgent. All purchases to replace either heavy or light equipment are to be approved by The Head Teacher.
- iii. The Contractor should provide fully costed quotes at the time of request for replacement or maintenance of any equipment.
- iv. Any equipment brought in by the contractor is to be maintained and PAT tested by the contractor.

Performance Measurement

Reporting - The Contractor will be expected to attend regular site meetings to report on the following subjects. This list is not exhaustive and will be discussed with the preferred supplier during contract negotiation.

Termly

- Lunch uptake percentages
- Audit findings and implementation
- Health and Safety

- Added Value & Support for the Curriculum
- Surveys & Feedback from pupils/parents
- Training up-date
- Foodservice Developments/Initiatives

Customer Satisfaction

The School may carry out customer satisfaction surveys of the pupil/staff population whenever appropriate. The Contractor may be invited to take part in the organisation of these surveys.

Please provide a copy of any Customer satisfaction Surveys run by your Company.

Basis of Contract

The basis of the contract is for a one year term commencing on **1st September 2018 to 31st July 2019**. Your compliant bid should reflect this. It may be possible to extend the term of the contract for a further one year.

The School will reimburse the Contractor for the actual School Meal sales, including Free School Meals/UFISM as recorded by the cashless system on a monthly basis.

APPENDIX 1**ISLAMIA PRIMARY SCHOOL – CATERING TENDER JUNE/JULY 2018**

AWARD CRITERIA	SCORE 0 – 5	WEIGHTING %
Business Structure	0 – 5	10%
Management Structure and Support	0 – 5	10%
Technical & Professional Ability	0 – 5	20%
Food, Health & Safety Compliance	0 – 5	30%
Financial Proposal & Understanding	0 – 5	20%
Training	0 – 5	10%
TOTAL		100%
KEY		
Absent or does not meet the criterion.	0	
Response has major shortcomings or clear deficiencies, which outweigh positive aspects of the response to the criterion.	1	
Response has minor shortcomings and/or deficiencies, but on balance these are outweighed by the positive aspects that meet the majority of the criterion.	2	
Demonstrates the criterion is fully met in all areas.	3	
The response meets all aspects of the criterion and adds value in a number of areas.	4	
Demonstrates a good understanding & meets all aspects of the criterion, adds significant value in all areas and exceeds the requirements.	5	