
Conor Murphy MLA
Minister of Finance
Clare House, 303 Airport Road West
Belfast BT3 9ED

Rachel Woods MLA
Northern Ireland Assembly
Parliament Buildings
Ballymiscaw
Stormont

AQW 13065/17-22

Rachel Woods has asked:

To ask the Minister of Finance pursuant to AQW 12467/17-22, and with regard to Construction and Procurement Delivery within his Department, (i) when environmental statements within contracts and tenders around addressing unnecessary single use plastic were amended; (ii) the details of the amendments made; and (iii) to lay a copy of the environmental statements within contracts and tenders in the Assembly Library.

ANSWER

In response to your questions I can confirm that:

- (i) a requirement to reduce single use plastics in catering contracts for a number of NICS buildings was introduced in January 2020;
- (ii) these contracts require service providers to encourage the use of washable cutlery, cups, plates; and to work to identify alternatives to single use plastics. Contracts will be amended to ban single use plastics from October 2021; and
- (iii) a copy of the contract specifications will be made available in the Assembly Library.

Signed:



Conor Murphy.

Conor Murphy MLA

Date:

3rd February 2021

Specification Schedule

ID2484911 – Collaborative Catering Services

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1 Introduction

1.1 Construction & Procurement Delivery (CPD), is seeking to establish Contracts for the provision of catering services for the following Clients:

- Department of Education – [Council for the Curriculum, Examinations and Assessment \(CCEA\)](#) - 29 Clarendon Road, Clarendon Dock, Belfast, BT1 3BG
- [Department of Health \(DoH\)](#) – Castle Buildings; Stormont Estate
- [Department of Agriculture, Environment and Rural Affairs \(DAERA\)](#) - Dundonald House (Stormont Estate)
- [Department for the Economy \(DfE\)](#) – Netherleigh House, Massey Avenue BT4
- Department of Justice – [Forensic Science Northern Ireland \(FSNI\)](#) –Seapark, Carrickfergus.
- Department for Communities –[Foyle Jobs and Benefits Office](#) - Crown Buildings, Asylum Rd, Londonderry BT48 7EA.

1.2 Further details of specific requirements at each Premises are provided within the Building Specification Documents at Annex A. The Contracts will be awarded on the basis of the Most Economically Advantageous Tender for each Lot. The Contractor will be responsible for managing and delivering the specified services in line with Contract documents.

1.3 Through Service delivery, the Contractor will be required to:

- implement a sustainable structure that encourages continued value for money, efficiencies, continuous improvement and innovations;
- provide a true spirit of partnership between the Contractor and the Client by providing a quality efficient Service, seeking to identify solutions to issues and making a commitment to effective dispute resolution;
- to maintain a robust programme of contract monitoring to ensure effective delivery of Services; and

- Integrate environmental and sustainability considerations and delivery on social benefits through the performance of the Contract.

1.4 The key operational objectives and tasks of the Contractor in relation to the provision of the specified Services are: -

- Deliver a consistent quality food and catering service which incorporates Northern Ireland Public Procurement Policy on sustainable food and catering¹ across all users, meeting the service standards as specified within the Specification Schedule and the contracts Key Performance Indicators (KPIs);
- Promotes health and well-being strategies through healthier food choices and shall support the Clients objectives in relation to areas such as promoting healthy eating, the use of fresh, seasonal and nutritious ingredients and foods of provenance;
- Contractors must demonstrate an understanding of the need to provide catering services, at the same time ensuring that meals, snacks and drinks comply with recommendations for health relating to fat, saturated fat, sugar and salt. Other considerations include recommendations around oily fish, limiting red meat portions and fortification of dairy alternatives. The provision of catering services should be read in conjunction with **Annex D** which shows the minimum nutritional standards expected from food provided;
- Maintain and safeguard the assets of the Client's premises and their contents;
- Ensure that the services are operated in an efficient and cost effective manner with regard to their business activity;
- Seek to develop and promote the service for the benefit of customers;
- Manage customer service expectations and speed of service via effective staff scheduling, consideration of peak trading periods and queue management;
- Ensure compliance with all relevant legislation, safety, guidance and

¹ <https://www.finance-ni.gov.uk/sites/default/files/publications/dfp/PGN-04-14-Sus-Dev-in-Food-and-Catering.pdf>

regulations including the Food Safety (NI) Order 1991, Regulation (EC) No 852/2004, Regulation (EC) No 853/2004, Regulation (EC) 178/2002, Food Hygiene Regulations (NI) 2006, Food Premises (Registration) Regulations 1991, Food Safety (General Food Hygiene) Regulations 1995 and Food Safety (Temperature Control) Regulations 1995, Food Information Regulations 2014(EC) Nos 1169/2011;

- On award of contract the winning Contractor must register with the Environmental Department of relevant Council area for the Lot(s) they have been successful in and advise that they are operating a catering service and provide a copy of their food hygiene rating once this becomes available. The Department will agree a timetable for submission.
- Ensure that the Contractor staff are well presented, clean and tidy, polite, honest, respectful to others and willing to help;
- Report to and liaise with the Client to compile and implement strategic policy for operating the Services in an efficient and cost effective manner;
- Ensure compliance with all relevant regulations including Health and Safety, and to liaise with statutory authorities as appropriate;
- Offer continual advice and proposals to the Client on methods of introducing additional value for money and innovation into the delivery of the Services; and
- Ensure high levels of customer satisfaction.

1.4 Due to the wide geographical spread of the requirement and to encourage interest in this opportunity from both the Private and Social Enterprise Sectors, each building has been allocated its own Lot. All Lots will be awarded independently on the basis of the Most Economically Advantageous Tender. Tenderers may tender for one or any number of Lots.

The Contract includes the provision of catering and hospitality services across the following departments and sites;

- **Lot 1** Department of Education – CCEA, 29 Clarendon Road, Clarendon Dock, Belfast, BT1 3BG

- **Lot 2** – Department of Health – Castle Buildings, Stormont Estate
- **Lot 3** - Department of Agriculture, Environment and Rural Affairs – Dundonald House, Stormont Estate
- **Lot 4** - Department for the Economy – Netherleigh, just outside Stormont Estate
- **Lot 5** - Department of Justice – FSNI Seapark, Carrickfergus
- **Lot 6** – Department for Communities – Foyle Jobs and Benefits Office, Londonderry

The operating times and days per week of these premises may vary, with some only opening part time on defined days of the week; some open every day including weekends and bank / public holidays. This will be detailed in the Catering Requirements document for each Lot.

- 1.5 As such the Contractor shall be flexible in delivery of the services during the Contract Period. This will include allowing the Client to make adjustments to Services or the number of buildings as operational requirements change. The Client is entitled to add or delete Services or buildings from the Contract, as operational requirements change. As such, the Client offers no guarantee that the value of the Contract will remain unchanged throughout the Contract Period. Any additions / reductions will be in line with the Contractor's commercial offer within the tender for each individual premises.
- 1.6 All changes to the Specification Schedule shall follow the Change Control process and be the subject of a Variation Order (see clause 11.0 of the Public Sector Standard Conditions of Contract). Notwithstanding and without prejudice to the Conditions of Contract the Contractor shall provide a flexible service to meet the needs of the Client on a day-to-day basis.

- 1.7 Where a change in requirement will reduce the number operating in the building or closure of a building, the Client will provide 3 months' notice. Any consequential transfer costs or in the event of building closures redundancy costs will be the responsibility of the Contractor.
- 1.8 Whilst every attempt has been made to ensure that the most up to date information on the buildings has been provided, Tenderers must be aware that, as building requirements may change periodically, the building specifications cannot be guaranteed as being wholly accurate. In order to ensure Tenderers can submit an accurate bid, facilities are in place to allow Tenderers to view the relevant premises prior to submitting a bid.

To avail of this opportunity, Tenderers are required to use the e-TendersNI messaging portal to confirm attendance at the Site Visit and provide contact details of a maximum of two representatives and car registration/s. Annex B provides details on the Site Visits.

2 Governance

- 2.1 The Client will nominate a Building Representative for each building location who will be the key liaison point for the Contractor on a day to day basis. The Building Representative may also nominate a deputy who can act in his / her absence. Only the nominated Building Representative/s can complete and sign off the Key Performance Indicators (KPIs) and advise on relevant catering or site matters. In the absence of an agreed appointed Building Representative please contact the Client Departmental Representative. Failure to adhere to this may result in invalid KPIs.
- 2.2 The Contractor must not discuss commercial information with the Building Representatives or any other party. Commercial information must only be discussed with the Departmental Representative and CPD. Contract Variations must only be agreed by the nominated representative in the

respective Department. Contract variations must be agreed and processed as soon as possible.

- 2.3 The Contractor shall manage the Services in support of the Client's business aims and objectives. All operational and financial relationships shall be based on fully open book and partnering principles and the Contractor has sole responsibility for their successful execution.
- 2.4 The Contractor shall have full responsibility for the delivery of all Services whether by directly employed personnel or sub-contracted personnel and is fully liable should any theft, fraud or other malpractices result from the actions of the Contractor's staff or sub-contractors staff. The Contractor will also be liable for the full cost of replacement locks and keys on a master system to ensure at least the former level of security should any keys assigned to the Contractor be lost.

3 Premises

- 3.1 The Client shall provide to the Contractor and its staff, such access, to the premises as is necessary for the performance by the Contractor of its obligations under the contract.
- 3.2 In exercising entitlement in such a way as affects the Contractor, or its staff, the Client shall give to them such notice of the exercise as is reasonably practicable in the circumstances, but shall not be required to give any notice in the event of an emergency.
- 3.3 Energy and water shall be provided to the Contractor free of charge (this includes provision of heating and lighting). The Contractor is required to use energy and water economically and to institute and maintain procedures to monitor/ control and minimise their use. In cases where there is no stand-by power supply the Client will not be liable for any losses incurred by the Contractor due to power failure, howsoever arising.

- 3.4 The Contractor shall not use the Clients premises for any purpose or activity other than the provision of the Services unless given prior approval.
- 3.5 The Client's authorised representatives shall have the right to enter any part of the premises at any time with or without the Contractor or his agent present given due care and attention to Food Safety and Health and Safety.
- 3.6 Storage facilities are limited and it will not be possible to store an excessive amount of food on any site. It is the responsibility of the Contractor to ensure that all food and equipment are stored safely and securely and in line with relevant legislation.
- 3.7 The Contractor may be issued with keys/security access cards to some premises identified within the individual building's specification, for which they will be responsible. In the event of such keys assigned to the Contractor being lost, the Contractor must notify the Departmental representative immediately. The Client may make arrangements for locks to be replaced at a total cost to the Contractor.
- 3.8 The Contractor may be required to shut off the gas supply each evening and activate it again each morning but this will be discussed with each site prior to commencement of the contract.
- 3.9 Under no circumstances shall the Contractor's staff: -
- disclose any security or key pad codes;
 - loan or supply the keys or security access cards to the premises to any unauthorised persons; and
 - allow / bring unauthorised persons onto the premises.

- 3.10 The Contractor will be liable for any loss, damage or expense caused as a direct result of: -
- the Contractor's staff failing to properly secure the premises for which they are responsible; or the Contractor's staff failing to properly carry out any of the other duties so required by the Client;
 - the Contractor's staff having disclosed security or key pad codes or provided security access cards to unauthorised persons; and
 - the Contractor's staff having loaned or supplied the keys/security access cards to the premises to unauthorised persons.
- 3.11 In the event of the Contractor's staff triggering any alarm systems, the Contractor will be liable for any costs incurred as a result of this and for any alternative security measures required.
- 3.12 Contractor Staff must immediately report to the Client, any incidents of damage, vandalism or irremovable graffiti which they encounter during the provision of catering services. In the event of a break-in, Contractor Staff should not interfere with any possible evidence but contact the Police and the Client soon as possible.
- 3.13 The Contractor shall provide, and ensure the availability of all materials and equipment necessary to deliver the Service. A comprehensive building list and equipment at each site is available in Annex A. The Contractor shall ensure that all food, products and equipment are stored and used under proper control, safely and in accordance with the manufacturer's instructions. The Contractor shall provide to the Client Building Representative within 10 days before contract commencement date and subsequently on request data / information and Control of Substances Hazardous to Health (CoSHH) assessment sheets for all materials used on site.

4 Purpose of the Specification

- 4.1 The aim of this Specification Schedule is to state the minimum level of performance for the delivery of the Services and it should be read in conjunction with the other component elements of the tender documentation.
- 4.2 The Contractor shall actively demonstrate innovative ways of delivering the Services and eliminating inefficiencies throughout the term of the Contract including new ways of working and using industry best practice. This shall include continuous review of service delivery methods to eliminate inefficiencies (including wastage of energy), introduce innovation through the use of industry best practice, realise cost savings and improve value for money. This shall be achieved at no detriment to the quality and standard of the Services delivered.
- 4.3 The Contractor must, throughout the term of the Contract maintain performance standards with which they are required to comply are reflected throughout the supply chain with all sub-contractors, Contractors and consultants. A list of Key Performance Indicators (KPIs) has been provided in the Monitoring Schedule. Client reserves the right to add and / or remove KPIs as required.
- 4.4 KPI must only be signed off by the relevant nominated Building Representative/s. In the absence of an agreed Building Representative the Contractor must contact the Departmental Representative. The Building Representatives have the knowledge and authority to sign off the monthly KPIs and advise on building matters. Contractor must notify the Building Representative in writing within 5 working days if the agreed monthly KPI meeting is required to be changed by the Contractor. The KPI meeting details should be provided in writing to the Building Representative 5 working days in advance of the meeting detailing the date, time, name of Contractor

Supervisor and name of Building Representative attending.

5 Implementation of Operations

- 5.1 Within 10 days of the Award of Contract, the Contractor must arrange mobilisation meetings with the Building Representative and / or Departmental Representative for each building. Operational procedures must be agreed and signed off by the Building Representative and / or Departmental Representative for each building 10 days before contract commencement date.
- 5.2 The Contractor must establish a communication process with the Building Representative or Departmental Representative. The Building Representative and /or Departmental Representative will require at least a weekly update with the Contractor during the period of implementation (i.e. between Award Date and Commencement Date of Contract), to discuss progress against the Implementation Plan and ensure service delivery on commencement of the contract.
- 5.3 The Contractor must implement their proposed implementation plan as detailed in their tender submission, to ensure Services from the Contract commencement date of 1 April 2020 for Lots 1 to 5 and 1 July 2020 for Lot 6. This shall include but is not limited to: TUPE (where applicable), staff induction, training (including customer service training), and establishment of payroll details and obtaining security clearances.
- 5.4 On award of Contract, the Contractor is required to establish the skills, qualifications and experience of the current Contract staff that will transfer on Contract commencement date and identify any gaps that which could have a detrimental impact on service delivery. The Contractor must take appropriate corrective action to ensure a smooth transition of service.

- 5.5 During the implementation stage, the Contractor must make contact with the current Contractors and the Client to arrange the transfer of services to ensure the smooth transition of services from the Contract Commencement date.
- 5.6 On Award of Contract, the Contractor must review the risk register for Catering Services for all applicable premises. Any revisions to the current risk assessment register must be agreed with the Building Representative and / or Departmental Representative and a copy of the risk register must be provided to the Building Representative and / or Departmental Representative within 10 days of contract commencement date.

6 Service Requirements

- 6.1 The Contractor shall have full responsibility for the delivery of all Catering Services whether by directly employed personnel or sub-contracted personnel and is fully liable for any theft, fraud or other malpractices resulting from the actions of the Contractor's staff or subcontractors.
- 6.2 The Services required within each of the Premises are detailed in the specific Building Specification Documents at Annex A.
- 6.3 Effective partnering relationships will establish goodwill, trust, honesty and openness. It is the enthusiasm, commitment and desire to provide a successful and flexible service from every individual involved in the service provision that will contribute to the Contract's success. Team working must be a core requirement for every element of the service.
- 6.4 The Contractor shall be responsible for monitoring the provision of the Services on a daily basis to ensure that a high quality service is consistently provided. Results of contractor monitoring / audits of their service should be signed off in conjunction with the Building Representative and / or Departmental Representative and a copy provided to the Building Representative and / or Departmental Representative on a monthly basis.

- 6.5 The Contractor shall be responsible for setting up and operating a safe system of work with regard to all aspects of its operation enabling the Contractor to establish and verify the whereabouts of their staff and subcontractors in relation to the performance of this contract. This information must be available to clients on the same day of request.
- 6.6 The Contractor will be responsible for ensuring the safety and care of Client property and equipment. The Contractor will be responsible for meeting the costs of any damaged property / equipment that has occurred during provision of catering services.
- 6.7 The Contractor will be required to actively promote the catering services. The Department seeks to achieve a successful partnership with the Contractor. The Contractor must take a proactive approach to improve the service and offer value for money.
- 6.8 Posters, pictures, photographs, advertising material, may only be displayed with the prior approval of the Department.

7 Hospitality requirements

There may be a requirement for the provision of hospitality services. This may also include extra duties or overtime for special functions. This arrangement will be at the request of the Client and prior approval may be required to be given by the Departmental Representative to the Contractor. The Contractor is responsible for highlighting continuous ad hoc services for the same type of requirement to the Client for consideration as a contract variation. Any hospitality requirements will be detailed in the Catering Requirement Document for each Lot.

8 Catering Waste Minimisation, Recycling and Disposal

- 8.1 The Contractor shall collect all waste, which is to be put into appropriate containers, with the residue safely stored for disposal as refuse. The Contractor and Client shall work together to encourage customers to place their waste in the Contractor's bins within the catering areas. The Contractor shall actively encourage the reduction of waste generation.
- 8.2 The Contractor shall use all reasonable endeavours to ensure that any waste generated in the delivery of the Catering Services is disposed of in a compliant manner. The Contractor must work in partnership with the Client and the waste contractor by ensuring waste is removed from the canteen areas to the Client waste collection points on the required days of collection. The Contractor will ensure compliance with The Food Waste Regulations (Northern Ireland) 2015.
- 8.3 The Executive aims to create a plan to eliminate plastic pollution and as such aim to restrict unnecessary single-use plastics where there are sustainable alternatives. As single-use plastics are a major contributor to plastic pollution, there may be a requirement to review the use of single use plastics which will be discussed during the life of the contract.
- 8.4 As far as possible without compromising food safety, the Contractor shall use re-usable containers (for example serving milk, condiments and sauces in re-usable containers rather than individual disposable sachets). The Contractor and Client shall work together to encourage customers to use washable cutlery, plates and cups rather than disposables. Contractors must provide an action plan to the Client to demonstrate a move towards using bio-degradable products and eliminating the use of plastics for take away containers. The Contractor shall use serviettes made from unbleached, recycled material. All disposables used must be as environmentally friendly as possible.
- 8.5 In order to reduce the environment impact of deliveries, the Contractor shall:

- Minimise the frequency and number of deliveries to the site;
- Ensure that vehicle engines are switched off when vehicles are stationary on a delivery for longer than two minutes;
- Maximise the use of fuel efficient vehicles;
- Maximise the use of returnable forms of packaging for deliveries;
- Minimise the use of non-returnable packaging.

8.6 The Contractor will be required to comply with the Clients representative in respect of waste management and energy conservation. The Contractor shall ensure that waste created in the delivery of services shall be kept to a minimum and disposed in such a manner as to reduce damage to the environment with recycling and reuse where possible. Where required by legislation, disposal certificates will be required for licensed removals/waste disposal.

9 Reporting of Accidents

9.1 All accidents occurring within the catering facilities must be recorded at the time by the Contractor in an accident book, which is held on site. In addition to any other requirements, a copy of each entry must be sent immediately to the Clients Representative for information.

10 Food Clearing

10.1 Customers in the staff canteen shall be encouraged to clear dirty plates and trays to trolleys. In the cafes the Contractor is responsible for cleaning tables and ensuring the dining area is kept clean and tidy throughout the period of service in the cafes. The Contractor should present the Cafes in such a way that helps market the catering services available.

10.2 The Contractor shall ensure that prior to use, surfaces used for the provision of catering services are clear and clean and that after use these surfaces are left free from marks and spillage.

- 10.3 Cutlery and crockery are to be washed thoroughly, following the instructions of the dishwashing machine manufacturer and chemicals supplier. They are to be stored in an appropriate manner and must be clean, dry, and free of smears and stains when presented to customers at each meal.
- 10.4 All sites will utilise other contracts for the deep cleaning of all catering areas (i.e. wall areas above 2 metres in height, all ceiling surfaces and degreasing of all equipment) twice per year (or more frequently if required). However, it is expected that all contractors will have their own cleaning regimes to ensure that standards are maintained.
- 10.5 In areas assigned to the Contractor, the Contractor shall ensure that all internal catering areas, catering equipment and furniture are regularly cleaned in accordance with manufacturer's guidelines. This will be strictly audited to ensure the terms of the contract are being met. All areas should be clean and dry immediately following the cleaning operation with no wet or dry spillages, litter, dirt or excessive dust.
- 10.6 The Contractor retains responsibility for spot cleaning, cleaning of spillages, and general health and safety to minimise the risk of accidents and injury.
- 10.7 The Contractor is responsible for the deep cleaning of all extract ventilation canopies and associated ductwork systems to the Kitchen Facilities. The Contractor is responsible for cleaning of canopy filters to be included in cleaning audit.

11 Innovation

- 11.1 Whilst the basis of this contract is full cost recovery, it is expected that the Contractor will be proactive in identifying and realising efficiencies in service delivery and through more innovative working practices. The Client is keen to incentivise the Contractor to support the identification of efficiencies and will discuss appropriate gain share apportionment with the Contractor if any

innovative improvements are introduced through the life of the contract. This could include initiatives to support reduction in food waste or other sustainability initiatives being introduced by the Client.

In the spirit of continuous improvement, the Contractor shall carry out a strategic review of the efficiency of the service and will provide a 6 monthly update at the formal contract management review meeting.

To facilitate the procurement of collaborative services the specification will include the following requirements:

- Day 1 services will commence on a like for like basis;
- Recommend proposals which will deliver efficiencies to Clients. The contract will include gain share provisions that apportion savings reflecting the adoption of new arrangements.

12 Contractor Staff

12.1 The Contractor is required at all times to provide staff who have skills, qualifications and experience commensurate with the Services to be provided.

The Contractor shall ensure that all staff, whether permanent or temporary / relief, are in possession of appropriate skills, licences, security clearances and qualifications to ensure that the Services specified are delivered to the required standards and are appropriately briefed on their task and in the Client's use and occupation of the premises. The Contractor shall ensure that the qualifications and training of staff meets all relevant statutory requirements for delivery of the services by employing an appropriate training regime throughout the duration of the contract. During the term of the contract, the Contractor must train new entrants or replacement employees on-site as instructed by the Building Representative and / or Departmental Representative and to the entire satisfaction before taking up first duty. The Contractor shall ensure that all staff receive training in customer care

techniques, diversity and equal opportunities to provide them with the necessary skills to deal with all customers in an appropriate manner, e.g. JAM Training and Data Protection Training.

- 12.2 The Building Representative and / or Departmental Representative will require the Contractor to provide within 10 days of contract commencement date and at regular periods a report on all Contract staff training completed. This may also be included as an agenda item on staffing at quarterly meetings.
- 12.3 The Contractor shall not retain at the premises any person who in the reasonable opinion of the Client fails to conduct himself or herself in accordance with the standards of behaviour required by the Client for its own employees.
- 12.4 The Contractor is to implement its own disciplinary procedures to resolve any issues of conduct that are brought to its attention by the Client.
- 12.5 Contractor staff must at all times act and conduct themselves as ambassadors for the Client in the execution of all of their duties. They must have due care of, display due diligence towards and respect Client facilities and property.
- 12.6 The Client reserves the right to refuse admission to any Contractor Staff who behaves in an inappropriate manner.
- 12.7 The Contractor must issue all operatives on Premises with individual name badges. This identification, which will form part of the Contractor's uniform, should be worn and clearly visible, at all times while on site.
- 12.8 The Contractor will issue all members of staff with a smart uniform (including necessary personal protective equipment and if required all necessary outdoor clothing,) which should be worn at all times when on duty. The uniform may have the company branding. The Client reserves the right to refuse admission to premises of any contractor's staff not in uniform or wearing appropriate identification. At commencement of duty each staff

member will ensure that they have the necessary equipment with which to carry out their duties effectively.

- 12.9 Contractor staff must not be required to pay for their own uniforms or personal protective clothing.
- 12.10 Contractor staff are required to be helpful and co-operative to the Client users of the premises and their visitors.
- 12.11 The Contractor shall maintain an appropriate number of managerial, supervisory and operational staff to ensure delivery of the Services in accordance with the Specification Schedule and as detailed in their tender submission. This shall include a competent and qualified team to manage and deliver the services in accordance with the Specification Schedule; these staff will be identified as Key Personnel.
- 12.12 The Contractor shall appoint a co-ordinator to organise and supervise the Services. The appointed person must liaise with each Building Representative and / or Departmental Representative and be contactable during normal office / working hours for the building, (8am to 6pm Monday to Friday or as illustrated in the building specification).
- 12.13 Prior to the commencement date of the Contract, during the implementation period provided, the Contractor shall provide appropriate awareness sessions and training as specified by the Client before staff take up their first duty, i.e. premises security procedures, Health and Safety etc.
- 12.14 The Contractor must ensure that all staff employed in carrying out the service are regularly trained for their various tasks. This training must cover Diversity, Data Protection and aspects of Health and Safety. A written record of all training must be held and available for viewing by the Client within same day of request.

12.15 The Contractor shall maintain a record for training which shall ensure that the Contractor can evidence that Staff have received the mandatory training (i.e. Diversity, Data Protection and aspects of Health and Safety).

13 Supply Chain Partners

13.1 The Client encourages the use of Social Enterprises and Small and Medium Enterprises within the supply chain. The Contractor may enter into agreements with supply chain partners, as well as utilising the Contractor's own resources. Any relationship entered into will be subject to the Conditions of the Contract and any reference to the Contractor shall be taken as reference to any service partner working with or on behalf of the Contractor. The Contractor shall warrant that the performance measures which they are expected to operate within have been transferred contractually, to any supply chain partners.

13.2 All sub-contractors shall operate within the performance mechanisms of the Contractor.

14 Emergency Procedures

14.1 The Contractor shall ensure that all Contractor's and any sub-contractor's staff are aware of the protocols to be used in case of an emergency. They shall participate fully in the testing and implementation of the Client's emergency management procedures including evacuation drills, fire drills and security emergencies. The Contractor shall inform and train their staff in the pertinent procedures and methods.

15 Security Clearance

15.1 The Contractor shall ensure that all Contractor Staff employed in the delivery of the Services have the appropriate security clearance for the Services and / or premises that they are assigned to. The Contractor will be responsible for ensuring that replacement staff have the appropriate security clearance and

that a pool of security cleared staff is maintained throughout the life of the contract which will meet site requirements. Failure to provide appropriately security cleared staff will be reflected in the relevant KPI and applicable service credits applied. All Service Credits must be paid within 2 weeks of agreement.

- 15.2 The Contractor shall be responsible for setting up and operating a safe system of work with regard to all aspects of its operation enabling the Contractor to establish and verify the whereabouts of staff and subcontractors at all times, identify and monitor the access and security clearance validity of individuals. Costs for obtaining a criminal record certificate through AccessNI (or alternative system for obtaining such checks operating during the life of the Contract) shall be borne by the Contractor. The costs for carryout national security clearances such as Counter Terrorist Check / Security Check (CTC / SC) will be met by the Client requiring such clearance.
- 15.3 The Contractor shall ensure that the Client is continuously updated with the names of sub-contractor staff, its supply chain and staff who are based permanently within the premises, or visit regularly (once a week or three times a month). The Contractor will be required to ensure that such sub-contractors have the necessary criminal record certificates from Access NI or National security clearance before working on Premises. The Contractor will bear the cost of obtaining a criminal record certificate through Access NI. The cost of carrying out a national security clearance will be met by the Department requiring such a level of Clearance.
- 15.4 The Contractor shall keep the Building Representative and / or Departmental Representative fully informed at all times of any staff movements including new starts, resignations etc.
- 15.5 In the event that the Contractor provides staff to operate within Buildings without the appropriate security clearance, the member of staff will be refused access to the building(s) or may be restricted to public areas only. At no

stage can the contractor staff be allowed access to secure areas without the necessary clearances.

- 15.6 The Contractor will be required to provide replacement security cleared personnel within 24 hours of an unknown staff absence of any kind, i.e. sickness, no show etc. The Contractor must ensure that staff holidays are covered in advance. Failure to comply with this request so as to deliver the services in full and ensure appropriately cleared staff are provided to cover all absences the Building Representative will score and reflect appropriately within the KPIs. In addition if planned holiday cover is failed to be provided on 2 or more occasions per building / site across a 12 month period then this will be escalated immediately to the Departmental Representative. The Contractor must keep a pool of the relevant levels of Security Cleared Staff in order to meet the contract requirements of the Clients.

16 Risk Management

- 16.1 In conjunction with the Building Representative and / or Departmental Representative, the Contractor shall develop a risk register for its services at each site. The Contractor shall demonstrate the ability to co-ordinate all aspects of risk management including close liaison with the Client.

The Contractor shall have sole responsibility for the compilation and updating of the risk register. Information on risks and mitigations being put in place will be forwarded on request to the Building Representative and / or Departmental Representative. A copy of the risk register must be provided to the Building Representative and / or Departmental Representative within 10 days before contract commencement date.

The risk register must cover risk for each premises and contain site specific contingencies to ensure delivery of service in event of staff absence, etc. This register must be updated on a quarterly basis or when new information comes to light.

17 Environmental Sustainability

17.1 The Client is committed to managing its own sustainability impacts and to using environmentally and socially responsible goods and services in line with government policy and guidance and expects the Contractor and sub-Contractors and suppliers to do the same. Relevant guidance (known collectively as Sustainability Guidance) in this area includes, but is not restricted to:

- The Northern Ireland Executive's "Everyone's Involved Sustainable Development Strategy" (https://www.daera-ni.gov.uk/sites/default/files/publications/ofmdfm_dev/sustainable-development-strategy-everyones-involved.pdf)
- Equality of Opportunity and Sustainable Development in Public Sector Procurement: (<https://www.finance-ni.gov.uk/sites/default/files/publications/dfp/pgn-05-08-equality-of-opportunity-and-sustainable-development-full-guidance.pdf>)
- Integrating Sustainable Development into the procurement of Food and Catering Services (PGN 04/14): (<https://www.finance-ni.gov.uk/sites/default/files/publications/dfp/PGN-04-14-Integrating-Sustainable-Development-Food-Catering-Services.PDF>)
- Integrating Social Considerations into Contracts (PGN 01/13): (<https://www.finance-ni.gov.uk/publications/procurement-guidance-note-0113-integrating-social-considerations-contracts>)

17.2 Social Sustainability - Curriculum Engagement and Social Considerations
The Client is mindful of Northern Ireland Public Procurement Policy and the need to integrate social considerations in public procurements. A key aim of the Client is to promote lifelong learning within the region in order to strengthen economic and workforce development, to enhance social cohesion and to advance individuals' skills and learning. In the context of this procurement the Contractor will be required to provide a commitment to incorporate social sustainability and promote positive social impact.

17.3 The Contractor shall promote and support the development of their employees by:

- Having processes in place to provide opportunities for all employees without Level 2 qualifications to develop and achieve essential skills qualifications in literacy, numeracy and ICT.
- Having processes in place to promote career development;
- Providing opportunities for management progression; and supporting employees who are undertaking skill development or management courses.

17.4 The Contractor is encouraged to work with small suppliers (ie less than 50 employees), micro suppliers (ie less than 10 employees) or Social Economic Enterprises, throughout their supply chain. Payment to sub-Contractors must be made within 30 days of receipt of a valid invoice.

18 Business Continuity

18.1 The Contractor shall ensure that a Business Continuity Plan is developed detailing how the Contractor intends to ensure the required management and operational staff are in place throughout the contract period.

18.2 The Contractor shall have the Business Continuity Plan in place within 30 days from Contract Award.

19 Days on which Services are required

19.1 For most buildings, Services will be required Monday to Friday throughout the year except Public and Bank Holidays which have been listed below. Specific times of service required will be contained in the Catering Requirement Document for each site. Please note not all Public / Bank Holidays are applicable to all Clients. Weekend and Public / Bank Holiday requirements will be recorded within the Building Specification Documents. Applicable Public and Bank Holiday days to be agreed with the Client which will include

any additional or changes to Public and Bank Holidays. In the event that Days of Services are changed, the Contractor will be expected to co-operate with the Client.

New Year's Day	(or alternative day if Saturday or Sunday)
St Patrick's Day	(or alternative day if Saturday or Sunday)
Easter Monday	
Easter Tuesday	
First Monday in May	(or alternative as appropriate)
Last Monday in May	
12 th July	(or alternative day if Saturday or Sunday)
13 th July	(or alternative day if Saturday or Sunday)
Last Monday in August	
Christmas Day	(or alternative day if Saturday or Sunday)
Boxing Day	(or alternative day if Saturday or Sunday)

Plus one other day at Christmas time and on occasions when an exceptional / additional day is specified.

19.2 Building Representative and / or Departmental Representative will inform the Contractor as early as possible, if services are required on non-standard / additional days for whatever reason. In exceptional circumstances, services may be required at weekends in some locations and it is anticipated the Contractor will co-operate should such a need arise. Prior approval must be obtained from the Departmental Representative for any non-standard works.

19.3 Contact variations must be agreed between the Departmental Representative and / or CPD and the Contractor. Commercial information must not be discussed with Building Representatives or any other party and only agreed with Departmental Representative and / or CPD.

The Contractor must not commence a service which incurs an additional cost without a fully signed contract variation between both parties (Client and Contractor).

As the escalation point CPD reserve the right to discuss / take forward any matter in relation this to contract with the contractor on behalf on the Clients as required.

20 Contract Management and Governance Arrangements

- 20.1 The contract management arrangements are detailed in the Monitoring Schedule in Annex C with defined Key performance Indicators (KPIs) and service credit regime. This schedule includes the contract management reporting requirements.
- 20.2 The Client shall work with the Contractor in a spirit of partnership, to promote continuous improvement throughout the duration of the contract, and seek solutions to issues that may arise during delivery.
- 20.3 Based on fully open book accounting procedures, the financial relationships between the Contractor and all or any sub-Contractors, suppliers and consultants shall be divulged.
- 20.4 The Contractor shall continually review service delivery to seeks mean for promoting services and ensuring that hospitality service meets customers' expectations.
- 20.5 The Contractor shall establish benchmarking data for all services provided under the contract and undertake annual comparisons, in order to demonstrate that costs provide value for money; providing this information to the Client on an annual basis. The Contractor recognises the right for clients to utilise external support with regards to benchmarking.

- 20.6 The Contractor shall inform the Client Representative of all complaints received about the services delivered under the contract. The Contractor shall deal directly with the Client Representative, where possible, to resolve complaints. At the request of the Client Representative, these complaints shall be escalated and the Contractor will provide a more senior employee to attend a meeting to resolve the complaint.
- 20.7 The Contractor shall be flexible in delivery of the services during the contract period. The Client is entitled to add or delete services from the contract, if operational requirements change. As such, the Client offers no guarantee that the value of the contract will remain unchanged throughout the contract period. Any additions or reductions will be in line with the Contractor's commercial offer within their tender.
- 20.8 The Contractor may wish to propose physical changes to the infrastructure to facilitate an effective service delivery. However no works may take place without the prior approval in writing of the Client with all costs borne by the Contractor.
- 20.9 Where a change in requirement will reduce the number of catering staff operating in the building, or in the event of closure of the building, the Client will provide three months' notice. Any consequential transfer costs or redundancy costs will be the responsibility of the Contractor.
- 20.10 While every attempt has been made to ensure that the most up-to-date information on Client has been provided, the Contractor must be aware that building requirements may change periodically and therefore the information cannot be guaranteed as being wholly accurate over the full duration of the contract.

21 Human Rights and Modern Slavery Protections

- 21.1 The protection of human rights extends to Governments contractor's delivering outsourced services to Government. This must include Contractor compliance with the National Minimum Living Wage, the contractor provision of uniform, PPE equipment, appropriate training, HR and disciplinary procedures for their personnel.
- 21.2 The Modern Slavery Act 2015 provides for legislation against offences of slavery, servitude and forced or compulsory labour and human trafficking. It is the responsibility of the Contractor to ensure that the human rights of all workers are not violated or abused within the immediate organisation and throughout the supply chain.

22 Handover of Services on Contract Expiry

- 22.1 On the expiry, or earlier determination, of the Contract, the Contractor shall: -
- i. Comply with the TUPE requirements in the Public Sector Standard Conditions of Contract, Clause 8;
 - ii. Ensure there is no diminution of the Services up to and including the final day of the Contract Period;
 - iii. Ensure that all work is transferred to any new contractor or contractors as smoothly and efficiently as possible;
 - iv. As requested, provide the Client with information pertaining to the services and where applicable hand over appropriate documentation;
 - v. Return to the Client any security passes, access cards, keys equipment etc. owned by the Client and used by the Contractor; and

vi. Co-operate fully with any incoming contractor or contractors.

22.2 Contractors shall be required to work with third party Contractors to ensure disruption is kept to a minimum.

Annex A – Catering requirement documents for each Lot



LOT 1 - CCEA



LOT 2 - DOH



LOT 3 - DAERA



LOT 4 - DFE



LOT 5 - FSNI



Lot 6 Foyle JBO

Annex B - Historical Sales and tariff information



Lots 1 to 4
Historical Sales



Lot 5 Historical
Sales



LOTS 1 TO 4
Tariff



LOT 5
Tariff



LOT 6
Tariff



Lot 6 Historical
Sales

Annex C - Contract Monitoring Schedule



Monitoring
Schedule

Annex D - Minimum Nutritional Standards



Annex D Minimum
National Standards

CCEA Catering Requirements

1. The Contractor shall provide a catering service for the Client at CCEA premises located 29 Clarendon Road to meet the requirements of the staff on the site. The service shall supply a high quality product, providing a choice of appropriate hot and cold meals/snacks and beverages for consumption on the premises during the opening hours of the staff restaurant. The catering service operates from a canteen facility and opening hours are expected to be between 8.30am – 11.00am (morning service) and 12.00pm –1.30pm (lunchtime service) and 3pm to 3.45pm (afternoon service).

2. A Catering Service shall be provided from Monday to Friday throughout the year, except statutory holidays. The following service shall be required as a minimum:

- A daily restaurant counter service, providing hot and cold meals, snacks and sandwiches; to include hot food provision and sandwiches (preferably freshly made) at lunchtime and cooked breakfast, scones, bakery items mid-morning.
- Appropriate menus or signage will be displayed to inform customers of food content. Vegetarian products and items for special dietary requirements (e.g. religious, health, cultural) must be segregated and signed clearly. All food costs shall be displayed clearly.
- The Restaurant Service must be prompt, friendly and efficient, recognising the needs and circumstances of the customers using the catering facilities.
- Items should be priced so as to be competitive with the high street market place, offering value for money to those who avail of the service.
- The Client has a no smoking policy (includes e-cigarettes), which is to be adhered to by all personnel on the premises. Smoking is not permitted anywhere on CCEA premises including the grounds.

3. The Client requires the Contractor to provide catering service on a cost recovery basis. For the avoidance of doubt the Client will not pay a subsidy for providing these services. The catering will operate on a cost recovery basis. The Client cannot offer

any guarantee to the level of income within the canteen facilities. The Contractor will be required to promote their catering services to ensure viability.

4. The Contractor must adhere to the Food Hygiene Regulations (Northern Ireland) 2006 and comply with the Food Safety Management, Personal Hygiene Equipment Washing and Temperature requirements as specified in these regulations.

5. The Contractor shall provide a professional hospitality service between the hours of 8am to 5pm (including Saturdays), although there is no guarantee of any business. CCEA host approximately 20000 visitors per year attending business critical meetings. Due to the confidential nature of the meetings, hospitality will have to be delivered to the meeting room at the time requested. Please note, CCEA host a significant number of meetings in the evening and on Saturdays. Required notice will be given regarding the level of hospitality required. Hot beverages will typically be served in insulated flasks of an appropriate size; food will be self-service from platters. For buffets and meals, appropriate menus or signage will be displayed to inform customers of the content. Vegetarian products and items for special dietary requirements (e.g. religious, health, cultural) must be segregated and signed clearly.

6. The following service shall be required as a minimum:

- Tea, coffee, scones and biscuits for conferences, meetings or special occasions, when required within the Premises.
- Sandwich Buffet lunch for conferences, meetings or special occasions. A pricing proposal with a range of options, designed for various function types and giving seasonal, organic, farm and fairly traded options, should be on offer.
- Hospitality must be served not later than 5 minutes before the time agreed with the customer and not earlier than 30 minutes before the time agreed with the customer. Hospitality must be delivered to each individual meeting room as required on a daily basis All rooms must be cleared in time for the next meeting unless otherwise agreed with the Premises Team.

- Items should be priced so as to be competitive with the high street market place, offering value for money to those who avail of the service.

7. It is essential that the Contractor is flexible and responsive to the service needs of the Client, customers, visitors and guests.

8. Requests for hospitality shall be made at least 24 hours in advance of the meeting/conference etc. In exceptional circumstances where it has not been possible to provide notice it is expected that the Contractor will use their best endeavours to provide a service.

9. Changes or cancellations of hospitality requests must be accepted without charge if notified within the following timescale;

- 2 hours notice for meetings with less than 10 people for tea coffee and biscuits.
- 4 hours notice for meetings with more than 10 people for tea, coffee, biscuits and scones.
- Before 2pm on the working day prior to the meeting or event which involves buffet service.
- The Contractor would be required to comply with all Health and Safety and Food Safety legislation in delivering these services.

10. Staff Restaurant- Clearing and Cleaning Requirements - The Contractor is responsible for all cleaning within the Contract Area (i.e. dining room tables, kitchen and associated areas) including all furnishings and equipment and shall comply with the instructions of the Client regarding the removal, storage and disposal of all waste material.

11. The Contractor shall ensure that, prior to use, surfaces used for hospitality are clear and clean and that after use these surfaces are left free from marks and spillage. If it is not possible to clean surfaces because a meeting is in progress the Contractor should return at the earliest opportunity to clear crockery, cutlery, spillages and food residue.

12. Cutlery and crockery are to be washed thoroughly, following the instructions of the dishwashing machine manufacturer and chemicals supplier. They are to be stored in an appropriate manner and must be clean, dry and free of smears and stains when presented to customers at each meal.

13. Consumables - The contractor must not use or supply single use plastic or polystyrene.

The contractor should:

- seek alternatives to products and processes which are detrimental to the Environmental and social well-being by using more environmentally friendly and ethically traded products and services;
- minimise energy, transport emissions, water and waste associated with the products and services purchased, and
- help CCEA achieve carbon reduction;
- seek zero waste to landfill
- monitor the amount of food waste generated

14. Catering Service promotions - The Contractor will be expected to actively promote the catering services. The Client seeks to achieve a successful partnership with the Contractor. It is expected that the Contractor will take a proactive approach to meet the needs of the Client and its customers who will both be seeking innovation, which will improve the service and offer value for money.

15. Displays and Advertising - Posters, pictures, photographs, advertising material, may only be displayed with the prior approval of the Client.

16. Overall Requirement for Quality - All consumables and non-consumables products used in the provision of the service shall be of good commercial quality, fit for the purpose intended. All such products shall be purchased from reputable suppliers.

17. CCEA site address*

29 Clarendon Rd,

Belfast

BT1 3BG

* The lease for our premises expires on 31st July 2021. CCEA are currently reviewing their accommodation options and this may result in a relocation of premises.

18. Equipment List

Model Type	Quantity
Catering Equipment - Kitchen	
DISTRIBUTION BOARD - ESSENTIAL	
DISHWASHER	1
COMBINATION OVER	1
DEEP FAT FRYER	2
PLATE RANGE	1
SALAMANDER GRILL	1
SERVICE BAIN MARIE	1
EXTRACTOR FAN	1
WATER BOILERS	2
SOUP KETTLE	2
BEVERAGE MACHINE	1
CHILL DISPLAY UNIT	1
CHILL ROOM	1
FREEZER ROOM	1
RING MAIN SOCKETS/INSECT CONTROL	1
DISTRIBUTION BOARD - NON-ESSENTIAL	
ISLAND BENCH	1
CANOPY FAN	1
COFFEE MACHINE	1
MICROWAVE OVEN	1
HOBART MIXER	1
SANDWICH TOASTER	1
GLUTEN FREE TOASTER	1
EXTRACTOR CANOPY	1
FRIDGE	1
DISHWASHER	
TOTAL	

DfC Castle Building Catering Requirements

1. The Contractor shall provide a catering service for the Client at Castle Buildings premises to meet the requirements of the staff on the site. Catering service is required from Monday to Friday throughout the year, (except for statutory holidays) in the staff restaurant and shop within the premises. The service shall supply a high quality product, providing a choice of appropriate hot and cold meals/snacks and beverages for consumption on the premises during the opening hours of the staff restaurant. Opening hours are expected to be between 8.30am – 10.30am (morning service) and 12.00pm – 2pm (lunchtime service). A vending machine service is also required. Currently, there are 3 vending machines in various locations within Castle buildings. These include 2 cold drinks machines and 1 machine for snacks, crisps and confectionary.

2. A catering Service shall be provided from Monday to Friday throughout the year, except statutory holidays. The following service shall be required as a minimum:

- A daily restaurant counter service in the staff restaurant, providing hot and cold meals, snacks and sandwiches; to include hot food provision and sandwiches (preferably freshly made) at lunchtime and cooked breakfast, scones, bakery items mid-morning.
- Appropriate menus or signage will be displayed to inform customers of food content. Vegetarian products and items for special dietary requirements (e.g. religious, health, cultural) must be segregated and signed clearly. All food costs shall be displayed clearly.
- The Restaurant Service must be prompt, friendly and efficient, recognising the needs and circumstances of the customers using the catering facilities.

- Items should be priced so as to be competitive with the high street market place, offering value for money to those who avail of the service.
- Availability of tea/coffee, hot and cold snacks and sundries in the ground floor shop outlet.
- Provision of hospitality for meetings, conferences etc. Hospitality will include tea, coffee, fruit juices and biscuits/scones for conferences, meetings and on occasions buffet lunches for conferences, meetings or special occasions.
- The Client has a no smoking policy, which is to be adhered to by all personnel on the premises.

3. The Client requires the Contractor to provide catering service on a cost recovery basis. For the avoidance of doubt the Client will not pay a subsidy for providing these services. The catering will operate on a cost recovery basis. The Client cannot offer any guarantee to the level of income within the canteen facilities. The Contractor will be required to promote their catering services to ensure viability.

4. The Contractor must adhere to the Food Hygiene Regulations (Northern Ireland) 2006 and comply with the Food Safety Management, Personal Hygiene Equipment Washing and Temperature requirements as specified in these regulations.

5. The Contractor shall provide a professional hospitality service between the hours of 9.30am to 3.30pm, although there is no guarantee of any business. Required notice will be given if hospitality is required. Hot beverages will typically be served in insulated flasks of an appropriate size; food will be self-service from platters. For buffets and meals, appropriate menus or signage will be displayed to inform customers of the content. Vegetarian products and items for special dietary requirements (e.g. religious, health, cultural) must be segregated and signed clearly.

6. The following service shall be required as a minimum:

- Tea, coffee, fruit juices, scones and biscuits for conferences, meetings or special occasions, when required within the Premises. For NICS hospitality events Fair Trade tea and coffee must be used.
- Buffet lunches for conferences, meetings or special occasions. A pricing proposal with a range of buffet options, designed for various function types and giving seasonal, organic, farm and fairly traded options, should be on offer.
- Hospitality must be served not later than 5 minutes before the time agreed with the customer and not earlier than 30 minutes before the time agreed with the customer. All rooms must be cleared in time for the next meeting unless otherwise agreed with the Premises Team.
- Items should be priced so as to be competitive with the high street market place, offering value for money to those who avail of the service.

7. It is essential that the Contractor is flexible and responsive to the service needs of the Client, customers, visitors and guests.

8. Requests for hospitality shall be made at least 24 hours in advance of the meeting/conference etc. In exceptional circumstances where it has not been possible to provide notice it is expected that the Contractor will use their best endeavours to provide a service.

9. Changes or cancellations of hospitality requests must be accepted without charge if notified within the following timescale;

- 2 hours notice for meetings with less than 10 people for tea coffee and biscuits.
- 4 hours notice for meetings with more than 10 people for tea, coffee, biscuits and scones.

- Before 2pm on the working day prior to the meeting or event which involves buffet service.
- The Contractor would be required to comply with all Health and Safety and Food Safety legislation in delivering these services.

10. Staff Restaurant- Clearing and Cleaning Requirements - The Contractor is responsible for all cleaning within the Contract Area (i.e. dining room tables, kitchen and associated areas) including all furnishings and equipment and shall comply with the instructions of the Client regarding the removal, storage and disposal of all waste material.

11. The Contractor shall ensure that, prior to use, surfaces used for hospitality are clear and clean and that after use these surfaces are left free from marks and spillage. If it is not possible to clean surfaces because a meeting is in progress the Contractor should return at the earliest opportunity to clear crockery, cutlery, spillages and food residue.

12. Cutlery and crockery are to be washed thoroughly, following the instructions of the dishwashing machine manufacturer and chemicals supplier. They are to be stored in an appropriate manner and must be clean, dry and free of smears and stains when presented to customers at each meal.

13. Catering Service promotions - The Contractor will be expected to actively promote the catering services. The Client seeks to achieve a successful partnership with the Contractor. It is expected that the Contractor will take a proactive approach to meet the needs of the Client and its customers who will both be seeking innovation, which will improve the service and offer value for money.

14. Displays and Advertising - Posters, pictures, photographs, advertising material, may only be displayed with the prior approval of the Client.

15. Overall Requirement for Quality - All consumables and non-consumables products used in the provision of the service shall be of good commercial quality, fit for the purpose intended. All such products shall be purchased from reputable suppliers.

16. DoH Site Address

Castle Buildings
Stormont Estate

17. Canteen Inventory

Main area canteen

2 x Display fridges
2 x bambaree - 1 x hot and 1 cold
1 metal stand
1x industrial toaster
1 x tray rack
1 x drinking fountain

Main cooking area

2x gas cookers
2 x microwaves
1 x Falcun oven grill – gas
1 x rational self-cooking centre
1 x double fryer – frymaster
1 x blast chiller
4 x main sinks - 5 x hand wash sinks all areas
1 x robot copue

Prep area

10 cooking pots
30 steel containers all sizes
3 large soup kettles and 3 small soup kettles
9 steamer trays
27 sliver trays for food carrying
6 steel gravy holders
11 fridges - four to five not working
2 x indusial bake mixers 1 large 1 x small
2 oven 1 not working
5 x steel 3 stories shelving racking
6 steel benches

1 x mobile tray rack

Wash prep area

1 x hot water dispenser – make Instanta not working

1 x mobile hot counter

1 x dishwasher

2 x tumble drier 1 x not working

1x washing machine

20 x serving trolleys

32 x serving trays

1 x ice machine

19 x storage racks holds utensils, food and plates

DUNDONALD HOUSE Catering Requirements

1. The Contractor shall provide a catering service for the Client at Dundonald House premises to meet the requirements of the staff on the site (Approx. 750 staff on site). The service shall supply a high quality product, providing a choice of appropriate hot and cold meals/snacks and beverages for consumption on the premises during the opening hours of the staff restaurant. The catering service operates from the 11th Floor and opening hours are expected to be between 8.30am – 11.00am (morning service) and 12.00pm – 1.30pm (lunchtime service) and afternoon service 3pm to 3.30pm.

2. A catering Service shall be provided from Monday to Friday throughout the year, except statutory holidays. The following service shall be required as a minimum:

- A daily restaurant counter service, providing hot and cold meals, snacks and sandwiches; to include hot food provision and sandwiches (preferably freshly made) at lunchtime and cooked breakfast, scones, bakery items mid-morning.
- Appropriate menus or signage will be displayed to inform customers of food content. Vegetarian products and items for special dietary requirements (e.g. religious, health, cultural) must be segregated and signed clearly. All food costs shall be displayed clearly.
- The Restaurant Service must be prompt, friendly and efficient, recognising the needs and circumstances of the customers using the catering facilities.
- Items should be priced so as to be competitive with the high street market place, offering value for money to those who avail of the service.
- The Client has a no smoking policy, which is to be adhered to by all personnel on the premises.

3. The Client requires the Contractor to provide catering service on a cost recovery basis. For the avoidance of doubt the Client will not pay a subsidy for providing these services. The catering will operate on a cost recovery basis. The Client cannot offer any guarantee to the level of income within the canteen facilities. The Contractor will be required to promote their catering services to ensure viability.

4. The Contractor must adhere to the Food Hygiene Regulations (Northern Ireland) 2006 and comply with the Food Safety Management, Personal Hygiene Equipment Washing and Temperature requirements as specified in these regulations.

5. The Contractor shall provide a professional hospitality service between the hours of 8.30am to 4pm, although there is no guarantee of any business. Required notice will be given if hospitality is required. Hot beverages will typically be served in insulated flasks of an appropriate size; food will be self-service from platters. For buffets and meals, appropriate menus or signage will be displayed to inform customers of the content. Vegetarian products and items for special dietary requirements (e.g. religious, health, cultural) must be segregated and signed clearly.

6. The following service shall be required as a minimum:

- Tea, coffee, fruit juices, scones and biscuits for conferences, meetings or special occasions, when required within the Premises. For NICS hospitality events Fair Trade tea and coffee must be used.
- Buffet lunches for conferences, meetings or special occasions. A pricing proposal with a range of buffet options, designed for various function types and giving seasonal, organic, farm and fairly traded options, should be on offer.
- Hospitality must be served not later than 5 minutes before the time agreed with the customer and not earlier than 30 minutes before the time agreed with the customer. All rooms must be cleared in

time for the next meeting unless otherwise agreed with the Premises Team.

- Items should be priced so as to be competitive with the high street market place, offering value for money to those who avail of the service.

7. It is essential that the Contractor is flexible and responsive to the service needs of the Client, customers, visitors and guests.

8. Requests for hospitality shall be made at least 24 hours in advance of the meeting/conference etc. In exceptional circumstances where it has not been possible to provide notice it is expected that the Contractor will use their best endeavours to provide a service.

9. Changes or cancellations of hospitality requests must be accepted without charge if notified within the following timescale;

- 2 hours notice for meetings with less than 10 people for tea coffee and biscuits.
- 4 hours notice for meetings with more than 10 people for tea, coffee, biscuits and scones.
- Before 2pm on the working day prior to the meeting or event which involves buffet service.
- The Contractor would be required to comply with all Health and Safety and Food Safety legislation in delivering these services.

10. Staff Restaurant- Clearing and Cleaning Requirements - The Contractor is responsible for all cleaning within the Contract Area (i.e. dining room tables, kitchen and associated areas) including all furnishings and equipment and shall comply with the instructions of the Client regarding the removal, storage and disposal of all waste material.

11. The Contractor shall ensure that, prior to use, surfaces used for hospitality are clear and clean and that after use these surfaces are left free from marks

and spillage. If it is not possible to clean surfaces because a meeting is in progress the Contractor should return at the earliest opportunity to clear crockery, cutlery, spillages and food residue.

12. Cutlery and crockery are to be washed thoroughly, following the instructions of the dishwashing machine manufacturer and chemicals supplier. They are to be stored in an appropriate manner and must be clean, dry and free of smears and stains when presented to customers at each meal.

13. Catering Service promotions - The Contractor will be expected to actively promote the catering services. The Client seeks to achieve a successful partnership with the Contractor. It is expected that the Contractor will take a proactive approach to meet the needs of the Client and its customers who will both be seeking innovation, which will improve the service and offer value for money.

14. Displays and Advertising - Posters, pictures, photographs, advertising material, may only be displayed with the prior approval of the Client.

15. Overall Requirement for Quality - All consumables and non-consumables products used in the provision of the service shall be of good commercial quality, fit for the purpose intended. All such products shall be purchased from reputable suppliers.

16. Dundonald House Address:

Premises Officer
Accommodation Services
Room 120
Dundonald House
Upper Newtownards Road
Belfast BT4 3SB

17. Equipment List

CANTEEN LARGE EQUIPMENT INVENTORY 2019

SERVERY	KITCHEN	STORE	FOOD STORE	HOSPITALITY ROOM	DINING ROOM FURNITURE
1 x Hot Plate Ceramic Top & Ban Marie	1 x Microwave	1 x Double Freezer	1 x Soup Pot	3 x Small Bench Trolleys	32 Coloured Soft Chairs
1 x Hot Plate	1 x Dishwasher	2 x Single Freezer	1 x Panini Machine	1 x Washing Machine	62 White Chairs
1 x Salad Bar	1 x Salamander Grill	1 x Single Fridge	1 x Robot Coupe (broken)	1 x Tumble Dryer	17 Square Tables
1 x Coupe Plate Warmer	2 x Large Steamers (1 broken used as an oven)	1 x Scales		6 Trolleys	8 Round Tables
2 x Coffee Machines (rented)	1 x Ice Cream Fridge				
1 x Toaster (Prince Castle toaster DARD)	3 x 6-ring Cookers				
1 x Panini Machine (DARD)	1 x Double Freezer				
1 x Soup Pot	5 x Single Freezer				
1 x Hot Water Boiler	2 x Single Fridge				
1x Water Fountain	1 x Hot Cupboard				
2 x Till Stations	2 x Grills				
1 x Cupboard Bench	1 x Bratt Pan				
1 x Bench Trolley	2 x Chillers (1 broken)				
3 x Small Bench Trolleys	2 x Small Mixers (1 broken)				
1 x Large Chill Bench & Display	1 x Large Mixer				

CANTEEN SMALL EQUIPMENT INVENTORY 2019

BAIN MARIE CONTAINERS	Small									
	4									
PANS	Frying Pans	Cast iron Dish	Paella Pan							
	2	1	1							
COOKING POTS	Various sizes									
	13									
TRAYS	Baking Trays - Various sizes	Flat Cooking Trays - Various sizes	Square Buffet Tray - Small	Rectangular Buffet Tray - Medium	Rectangular Buffet Tray - Large					
	13	10	5	6	8					
DISPLAY DISHES	Large White Ceramic Dish - Shallow	Medium White Ceramic Dish - Shallow	Fruit Bowl	Blue Ceramic Gastronorm dishes - Deep	Blue Ceramic Gastronorm dishes - Shallow	Large Green Plastic Bowls	Large Purple Plastic Bowls	Small White Rectangular Plastic Dish	Large White Rectangular Plastic Dish	Large Ceramic Bowls
	3	2	1	4	3	12	3	8	4	6
CHOPPING BOARDS	Red	Green	Yellow	Brown	Blue	White				
	5	6	3	3	4	5				

CANTEEN CUTLERY, CROCKERY & UTENSILS INVENTORY 2019

Cups	101
Saucers	275
Side Plates	119
Dinner Plates	32
Small Soup Bowls	32
Large Soup Bowls	27
Individual Pie Dishes	11
Small Half Moon Dishes	3
Table Knives	67
Table Forks	158
Soup Spoons	12
Tea Spoons	3
Cutlery Box	1
Cutlery Tray	1
Small Milk Jugs	14
Small Jugs (water)	54
Large Tea/Coffee Flasks	5
2 Lt Dispenser/Flasks	5
Water Glasses	7
Wine Glasses	85
Round condiment containers	7
Large Chopping Knives	3
Small Paring Knives	3
Bread Knife	4
Pallet Knife	1
Metal Tongs	6
Plastic Tongs	4
Metal Serving Spoons	4
Plastic Serving Spoons	4
Salad Servers	2
Serving Ladles	14
Strainer Spoons	6
Egg Cutter	1
Trays for Self Service - grey	60
Trays for Self Service - brown	50
Napkin Holder	1

DFE Netherleigh Catering Requirements

1. The Contractor shall provide a catering service for the Client at Netherleigh premises to meet the requirements of the staff on the site. The service shall supply a high quality product, providing a choice of appropriate hot and cold meals/snacks and beverages for consumption on the premises during the opening hours of the staff restaurant. Opening hours are expected to be between 8.00am – 11.00am (morning service) and 12.00pm – 2pm (lunchtime service).

2. A catering Service shall be provided from Monday to Friday throughout the year, except statutory holidays. The following service shall be required as a minimum:

- A daily restaurant counter service, providing hot and cold meals, snacks and sandwiches; to include hot food provision and sandwiches (preferably freshly made) at lunchtime and cooked breakfast, scones, bakery items mid-morning.
- Appropriate menus or signage will be displayed to inform customers of food content. Vegetarian products and items for special dietary requirements (e.g. religious, health, cultural) must be segregated and signed clearly. All food costs shall be displayed clearly.
- The Restaurant Service must be prompt, friendly and efficient, recognising the needs and circumstances of the customers using the catering facilities.
- Items should be priced so as to be competitive with the high street market place, offering value for money to those who avail of the service.
- The Client has a no smoking policy, which is to be adhered to by all personnel on the premises.

3. The Client requires the Contractor to provide catering service on a cost recovery basis. For the avoidance of doubt the Client will not pay a subsidy for

providing these services. The catering will operate on a cost recovery basis. The Client cannot offer any guarantee to the level of income within the canteen facilities. The Contractor will be required to promote their catering services to ensure viability.

4. The Contractor must adhere to the Food Hygiene Regulations (Northern Ireland) 2006 and comply with the Food Safety Management, Personal Hygiene Equipment Washing and Temperature requirements as specified in these regulations.

5. The Contractor shall provide a professional hospitality service between the hours of 9.30am to 3pm, although there is no guarantee of any business. Required notice will be given if hospitality is required. Hot beverages will typically be served in insulated flasks of an appropriate size; food will be self-service from platters. For buffets and meals, appropriate menus or signage will be displayed to inform customers of the content. Vegetarian products and items for special dietary requirements (e.g. religious, health, cultural) must be segregated and signed clearly.

6. The following service shall be required as a minimum:

- Tea, coffee, fruit juices, scones and biscuits for conferences, meetings or special occasions, when required within the Premises. For NICS hospitality events Fair Trade tea and coffee must be used.
- Buffet lunches for conferences, meetings or special occasions. A pricing proposal with a range of buffet options, designed for various function types and giving seasonal, organic, farm and fairly traded options, should be on offer.
- Hospitality must be served not later than 5 minutes before the time agreed with the customer and not earlier than 30 minutes before the time agreed with the customer. All rooms must be cleared in time for the next meeting unless otherwise agreed with the Premises Team.

- Items should be priced so as to be competitive with the high street market place, offering value for money to those who avail of the service.

7. It is essential that the Contractor is flexible and responsive to the service needs of the Client, customers, visitors and guests.

8. Requests for hospitality shall be made at least 24 hours in advance of the meeting/conference etc. In exceptional circumstances where it has not been possible to provide notice it is expected that the Contractor will use their best endeavours to provide a service.

9. Changes or cancellations of hospitality requests must be accepted without charge if notified within the following timescale;

- 2 hours notice for meetings with less than 10 people for tea coffee and biscuits.
- 4 hours notice for meetings with more than 10 people for tea, coffee, biscuits and scones.
- Before 2pm on the working day prior to the meeting or event which involves buffet service.
- The Contractor would be required to comply with all Health and Safety and Food Safety legislation in delivering these services.

10. Staff Restaurant- Clearing and Cleaning Requirements - The Contractor is responsible for all cleaning within the Contract Area (i.e. dining room tables, kitchen and associated areas) including all furnishings and equipment and shall comply with the instructions of the Client regarding the removal, storage and disposal of all waste material.

11. The Contractor shall ensure that, prior to use, surfaces used for hospitality are clear and clean and that after use these surfaces are left free from marks and spillage. If it is not possible to clean surfaces because a meeting is in

progress the Contractor should return at the earliest opportunity to clear crockery, cutlery, spillages and food residue.

12. Cutlery and crockery are to be washed thoroughly, following the instructions of the dishwashing machine manufacturer and chemicals supplier. They are to be stored in an appropriate manner and must be clean, dry and free of smears and stains when presented to customers at each meal.

13. Catering Service promotions - The Contractor will be expected to actively promote the catering services. The Client seeks to achieve a successful partnership with the Contractor. It is expected that the Contractor will take a proactive approach to meet the needs of the Client and its customers who will both be seeking innovation, which will improve the service and offer value for money.

14. Displays and Advertising - Posters, pictures, photographs, advertising material, may only be displayed with the prior approval of the Client.

15. Overall Requirement for Quality - All consumables and non-consumables products used in the provision of the service shall be of good commercial quality, fit for the purpose intended. All such products shall be purchased from reputable suppliers.

16. DFE Site Address

Netherleigh House
Massey Avenue
BT4 2JP

17. Equipment List

Item	Quantity
Deli Chiller	1
Deli Fridge	1
Hot Counters	2
Hot Plate Cabinet	1
Blast Chiller	1
Microwave	1
Toaster	1
Panini Toasters	2
Food Mixer	1
Freezers	2
Fridges	3
Robot Coupe	1
Electric Toaster Machine	1
Electric Hob	1
Ovens	2
Grill	1

Fryers	2
Washing Machine	1
Tumble Dryer	1
Pots	10
Knives	24
Forks	24
Dessert spoon	24
Tea spoon	24

FSNI Catering Requirements

1. The Contractor shall provide a catering service for the Client at FSNI premises to meet the requirements of the staff on the site. The service shall supply a high quality product, providing a choice of appropriate hot and cold meals/snacks and beverages for consumption on the premises during the opening hours of the staff restaurant. The catering service operates from a portacabin and opening hours are expected to be between 8.30am – 11.00am (morning service) and 12.00pm –1.30pm (lunchtime service) and afternoon service 3pm to 3.45pm.

2. A catering Service shall be provided from Monday to Friday throughout the year, except statutory holidays. The following service shall be required as a minimum:

- A daily restaurant counter service, providing hot and cold meals, snacks and sandwiches; to include hot food provision and sandwiches (preferably freshly made) at lunchtime and cooked breakfast, scones, bakery items mid-morning.
- Appropriate menus or signage will be displayed to inform customers of food content. Vegetarian products and items for special dietary requirements (e.g. religious, health, cultural) must be segregated and signed clearly. All food costs shall be displayed clearly.
- The Restaurant Service must be prompt, friendly and efficient, recognising the needs and circumstances of the customers using the catering facilities.
- Items should be priced so as to be competitive with the high street market place, offering value for money to those who avail of the service.
- The Client has a no smoking policy, which is to be adhered to by all personnel on the premises.

3. The Client requires the Contractor to provide catering service on a cost recovery basis. For the avoidance of doubt the Client will not pay a subsidy for providing these services. The catering will operate on a cost recovery basis. The Client cannot offer any guarantee to the level of income within the canteen facilities. The Contractor will be required to promote their catering services to ensure viability.

4. The Contractor must adhere to the Food Hygiene Regulations (Northern Ireland) 2006 and comply with the Food Safety Management, Personal Hygiene Equipment Washing and Temperature requirements as specified in these regulations.

5. The Contractor shall provide a professional hospitality service between the hours of 8am to 5pm, although there is no guarantee of any business. Required notice will be given if hospitality is required. Hot beverages will typically be served in insulated flasks of an appropriate size; food will be self-service from platters. For buffets and meals, appropriate menus or signage will be displayed to inform customers of the content. Vegetarian products and items for special dietary requirements (e.g. religious, health, cultural) must be segregated and signed clearly.

6. The following service shall be required as a minimum:

- Tea, coffee, fruit juices, scones and biscuits for conferences, meetings or special occasions, when required within the Premises. For NICS hospitality events Fair Trade tea and coffee must be used.
- Buffet lunches for conferences, meetings or special occasions. A pricing proposal with a range of buffet options, designed for various function types and giving seasonal, organic, farm and fairly traded options, should be on offer.
- Hospitality must be served not later than 5 minutes before the time agreed with the customer and not earlier than 30 minutes before the time agreed with the customer. All rooms must be cleared in

time for the next meeting unless otherwise agreed with the Premises Team.

- Items should be priced so as to be competitive with the high street market place, offering value for money to those who avail of the service.

7. It is essential that the Contractor is flexible and responsive to the service needs of the Client, customers, visitors and guests.

8. Requests for hospitality shall be made at least 24 hours in advance of the meeting/conference etc. In exceptional circumstances where it has not been possible to provide notice it is expected that the Contractor will use their best endeavours to provide a service.

9. Changes or cancellations of hospitality requests must be accepted without charge if notified within the following timescale;

- 2 hours notice for meetings with less than 10 people for tea coffee and biscuits.
- 4 hours notice for meetings with more than 10 people for tea, coffee, biscuits and scones.
- Before 2pm on the working day prior to the meeting or event which involves buffet service.
- The Contractor would be required to comply with all Health and Safety and Food Safety legislation in delivering these services.

10. Staff Restaurant- Clearing and Cleaning Requirements - The Contractor is responsible for all cleaning within the Contract Area (i.e. dining room tables, kitchen and associated areas) including all furnishings and equipment and shall comply with the instructions of the Client regarding the removal, storage and disposal of all waste material.

11. The Contractor shall ensure that, prior to use, surfaces used for hospitality are clear and clean and that after use these surfaces are left free from marks

and spillage. If it is not possible to clean surfaces because a meeting is in progress the Contractor should return at the earliest opportunity to clear crockery, cutlery, spillages and food residue.

12. Cutlery and crockery are to be washed thoroughly, following the instructions of the dishwashing machine manufacturer and chemicals supplier. They are to be stored in an appropriate manner and must be clean, dry and free of smears and stains when presented to customers at each meal.

13. Catering Service promotions - The Contractor will be expected to actively promote the catering services. The Client seeks to achieve a successful partnership with the Contractor. It is expected that the Contractor will take a proactive approach to meet the needs of the Client and its customers who will both be seeking innovation, which will improve the service and offer value for money.

14. Displays and Advertising - Posters, pictures, photographs, advertising material, may only be displayed with the prior approval of the Client.

15. Overall Requirement for Quality - All consumables and non-consumables products used in the provision of the service shall be of good commercial quality, fit for the purpose intended. All such products shall be purchased from reputable suppliers.

16. FSNI site address

151 Belfast Rd,

Carrickfergus

BT38 8PL

17. Equipment List

Item	Description/Model
Servery & Counter	
Steakhouse Grill	Falcon E1532
Fridge	True Fridge
Freezer	23cf
Extract Hood	bespoke
Cooker	Falcon
Deep Fryer	
Fryer	Lincat Silverlink 600, free standing, LPG Fryer
Meat Display	
Dishwasher	
Coffee machine	The current coffee machine belongs to the current provider. The successful tenderer would need to provide one.
Steam Oven	Electrolux AD506168WZ
Fridge	True T35 model 2 door stainless steel fridge 35 cu/ft capacity with castors

Operational Requirement

Provision of Catering Service – Foyle Jobs & Benefits Office

1. Background

The Department for Communities (DfC) has strategic responsibility for equality, anti-poverty, sports, arts and culture, languages, finding employment, historic environment, housing, regeneration, benefits and pensions, community and voluntary sector development, social legislation and child support in Northern Ireland.

Approximately **245** staff are located at this site. However, it should be noted that staff numbers vary and cannot be guaranteed. The Department is not responsible for the level of sales generated and this will be the sole responsibility of the Caterer. For the avoidance of doubt, a subsidy will **not** be payable to the Caterer. **The required contract commencement date for this Lot is 1 July 2020.**

2. Provision of Service

The Caterer shall provide a catering service at the premises to meet the requirements of the staff on the site. The service shall supply a high quality product, providing a choice of appropriate hot and cold meals/snacks and beverages for consumption on the premises during the opening hours of the staff restaurant. Opening hours are expected to be between 9.30 – 10.45am (Morning teabreak), 12.00 – 2.00pm (lunch). The times of the service shall be those as agreed between the parties and confirmed in writing before commencement of the service. Items should be priced so as to be competitive with the high street market place, offering value for money to those who avail of the service. Any additional catering required, for example, hospitality, functions etc will be dealt with by the Caterer and Management as required.

The sale of alcohol, tobacco or any associated products is prohibited; as is the installation of any form of game or amusement machine. The Department has a no smoking policy, which is to be adhered to by all personnel on the premises.

3. Staffing

The Caterer must provide adequate, properly trained staff at all times to provide the services required to an acceptable standard. The Caterer shall engage, employ and pay all monies due in this respect for staff carrying out the services required and be entirely responsible for setting the pay and conditions of service for their staff (in line with Statutory obligations) and for any compensation payments due to them howsoever arising.

4. Premises, Equipment and Power

The Department will provide and maintain the premises and fittings and the Caterer shall exercise due care and diligence in the use of the same. If any defect or damage results wholly or in part from negligence or improper use on the part of the Caterer or their staff, the cost of repairing the defect or the damage or such proportion thereof as the Department may in its sole discretion decide shall be paid by the Caterer on demand. A list of equipment and fittings (including crockery and cutlery) has been provided. Please see Annex A In addition, the Department will complete a condition report which both parties will sign.

The Department shall provide, free of charge power and water supply and the Caterer shall be economic with their use. There is no stand-by power supply and the Department will not be liable for any losses incurred by the Caterer due to power failure, howsoever arising.

The Caterer shall inform the Department of any defect in the equipment or premises that may provide a hazard to the Health and Safety of any person immediately such defect is noticed.

The Caterer shall not execute any structural, decorative or other work on the Premises or interfere with the Premises or install any item of fixed plant without obtaining the prior written consent of the Department.

The Caterer shall not use the premises for any other purpose other than in the provision of the catering service for the site (as set out in this specification).

The Caterer shall be responsible for the securing of all their stock and cash. The Department will not accept any responsibility for any loss of same.

5. Cleaning

The Caterer shall be responsible for all cleaning within the catering area (i.e. dining room, kitchen and associated areas) including all furnishings and equipment and shall comply with the instructions of the Department with regard to the removal, storage and disposal of all waste material.

6. Hygiene, Health and Safety

The Department has a duty of care to ensure that the Health and welfare of its visitors and staff is maintained. In pursuit of this objective, the contractor will be required to provide a system of Assured Safe Catering. Such a system will identify and set in place procedures to deal with risks and hazards associated with every process and practice within the operation.

The responsibilities of the Department in respect of this aspect of the contract will be to provide premises, facilities and equipment that will enable the Caterer to fulfil his liabilities.

The responsibility of the Caterer will be to ensure his systems are in place and are operating successfully by regular monitoring and audit. It will be his responsibility to advise the Department of any deficiencies in the premises, facilities or equipment that may cause either the Department or the Caterer to be in breach of legislation.

7. Service Development

The Caterer will be expected to actively promote the catering services. The Department seeks to achieve a successful partnership with the Caterer. It is expected that the Caterer will take a proactive approach to meet the needs of

the Department and its customers who will both be seeking innovation, which will improve the service and offer value for money.

8. Displays and Advertising

Posters, pictures, photographs, advertising material, may only be displayed with the prior approval of the Department.

9. Overall Requirement for Quality

All consumables and non-consumables products used in the provision of the service shall be of good commercial quality, fit for the purpose intended. All such products shall be purchased from reputable suppliers. The use of local produce should also be considered where possible.

10. Menus and Choices

The Caterer will be expected to provide attractively presented menus to meet customer requirements. Selections offered should enable customers to make healthier eating choices, if they so wish.

11. Self Regulation and Monitoring arrangements

The Caterer will be required to monitor the quality of their own performance and report back to the Department on a regular basis, for example, the use of customer satisfaction surveys. This will be in addition to monitoring of the contract by the Department.

Proper books of account must be maintained on site and these and any supporting documents made available for information to any authorised representative of the Department or their nominees, the Caterer shall provide information to the Department on request. No reasonable request shall be withheld.

12. Payment by Customers

Payment for all sales shall be the responsibility of the Caterer. The Department accepts no liability on the transaction of the users of the service or for the non payment of goods by the Caterer to suppliers.

13. Canvassing

Any Caterer who directly or indirectly canvasses any Northern Ireland Civil Service official concerning the award of the licence or who directly obtains or attempts to obtain information from such official concerning the proposed tender will be disqualified. This should not however deter any Caterer seeking clarification in relation to the tender.

14. Assumptions

Caterers should not make assumptions that the Department has prior knowledge of their service provision. Tenders will only be evaluated in the information provided in their response.

15. Site Address

Foyle Jobs and Benefits Office
Crown Buildings,
Asylum Rd,
Londonderry BT48 7EA.

16. Equipment and Fittings List

Item	Description/Model
Servery & Counter	Moffat
Fridge	Gram x (2)
Freezer	Gram x (3)
Extract Hood	Full Overhead Hood.
Cooker	Falcon Dominator x (4)
Deep Fryer	Falcon x (4)
Fryer	N/A

Meat Display	1 held. No Name.
Dishwasher	Hobart x 1
Coffee machine	The current coffee machine belongs to the current provider. The successful tenderer would need to provide one. There is no Coffee Machine on site.
Steam Oven	Rational Self Cooking Center.
Microwave	Panasonic

Annex B Lots 1 to 4 Tariff: Till Pricing

Apr-19

Bread, Pastries and Cakes

Toast	£0.65
Ciabatta Authentic	£1.25
Flour Tortillas 30cm	£0.80
Everything goes bagel	£1.10
Soda Bread Farl 1/4	£0.70
English Muffin	£0.90
Pancake	£0.70
Petit Pan Bread Roll	£0.50
Wheaten Bread 2 slice pack	£1.15
Scone Plain	£1.10
Scone Fruit	£1.10
Scone Cherry	£1.10
All Butter Croissant	£1.15
Almond Croissant	£1.15
Pain Au Chocolate	£1.15
Chocolate Twist	£1.15
Danish Pastry	£1.40
Tulip Muffin	£1.85
Luxury Muffin	£2.25
Luxury Cookie	£1.25
Oatmeal & Raisin Cookie	£1.25
Mixed Donut	£1.40
Carrot Cake	£1.95
Chocolate Fudge Cake	£1.95
Victoria Sponge Cake	£1.95
Deep Apple Pie	£1.95
Wrapped Tray Bakes	£1.55
Luxury Tray Bake	£2.10

Protien Pots- salad bar

Sliced Cooked Chicken Ptn	£1.40
Bacon Gammon Horseshoe 200g	£1.40
boiled eggs x 2	£1.40
Grated Cheese 100g	£1.20
Fontinella Tuna Chunks In Brine	£1.40

Deli Bar -sandwich counter

Cooked Bacon Slices Ptn	£1.10
Cooked Chicken	£1.10
Southern Fried Chicken	£1.10
Chicken tikka	£1.10
Chicken Cajuan	£1.10
Sweet Chilli Chicken	£1.10
Chicken & Bacon	£1.10
Ham	£1.10
Beef	£1.10

Tuna	£1.10
Prawn Cocktail	£1.40
Grated Cheese Ptn	£1.10
Brie	£1.30
Cheese Slice	£1.10
Coleslaw	£1.10
Salad	£0.40
Beetroot	£0.40
Sundried Tomato	£0.40
Jalapenos	£0.40
Stuffing	£0.40
Egg Mayo	£1.20
Sweetcorn	£0.40
Conf	£1.10
Healthy Conf	£0.00

Salad Bar

Large Salad 500cc	£3.65
Regular Salad 375cc	£2.80
Side Salad	£1.10
Mixed Green Salad Ptn	£1.10
Coleslaw - 2Kg Tub	£1.10
Salad Potato 2kg Chunky	£1.10
Potato Salad - 2Kg Tub Mashed	£1.10
Spicy Rice Salad - 2Kg Tub	£1.10
Pasta Italian Salad - 2Kg Tub	£1.10
Spicy Rice Salad - 2Kg Tub	£1.10
Egg Salad Sliced - 2Kg Tub	£1.10
Pasta Italian Salad - 2Kg Tub	£1.10
Chicken & Mayo With Sage & Onion Stuffing 1kg Tub	£1.10
Couscous SALAD 2kg	£1.10
Chilli Noodle with Chicken&Fresh Vegetable 2kg Tub	£1.10
Pasta et Pesto salad 1 x 2kg Per Case	£1.10
Triple Rice Salad Case 1 x 2kg	£1.10
Rich Roast Potato & Pesto Salad Case 1 x 2kg	£1.10
Bean Salad Case 1 x 2kg	£1.10
Chickpea & Roasted Pepper Case 1 x 2kg	£1.10
Broccoli Carrot & Nut Salad Case 1 x 2kg	£1.10
Shredded Carrot & Seed Salad Case 1 x 2kg	£1.10

Salad Bar

Beetroot Salad w Honey & Balsamic Vinegar CS 1x2kg	£1.10
Deli Style Coleslaw 2kg Aramark Only	£1.10
Superfoods Salad 2kg Aramark Only	£1.10
Lemon & Cumin Cous Cous 2kg Aramark Only	£1.10
Fresh Salsa 2kg Aramark Only	£1.10
Sesame Veg Noodle 2kg Aramark Only	£1.10
Broccoli Carrot & Nut 2kg Aramark Only	£1.10

Bulgur Rocket & Cranberry 2kg Aramark Only	£1.10
Ranch Potato Salad 2kg Aramark Only	£1.10
Betroot & Pear Salad 2kg Aramark Only	£1.10
Dressed Tossed Salad 2kg Aramark Only	£1.10
Spicy Pepperoni Salad 2kg Aramark Only	£1.10
Pasta Roasted Veg 2kg Case Aramark Only	£1.10
Mexican Sweetcorn & Bean Salad 2kg Aramark Only	£1.10
Mexican Coleslaw 2kg Case Aramark Only	£1.10
Cesar Bacon Pasta Salad 2kg Case Aramark Only	£1.10
PUMPKIN SEEDS	£0.15
SUNFLOWER SEEDS	£0.15
Chili Flakes	£0.15
Chips 8oz	£1.80
Curry Sauce	£0.85
Pepper Sauce	£0.85
Potato Portion	£0.95
Vegetable Portion	£0.95
Baked Potato	£2.10
Soup & roll	£1.95
Soup Pot	£1.50
Bap	£0.75

Breakfast

5 Piece breakfast Fry (max 2 meat)	£3.50
5pce Breakfast with Hot Bev	£4.65
Breakfast Bap 1* bap 2* bacon	£2.45
Breakfast Sausage Bap 2 x Sausages	£2.20
Breakfast Soda 1*soda 2*sausage 2*bacon	£2.50
Breakfast Bagel as above	£2.50
Sausage	£0.85
Bacon Slice	£0.90
Egg	£0.75
CHEESE SODA	£1.30
Baked Beans	£0.80
Mushrooms	£0.90
Tomato half	£0.75
Scrambled Eggs) 2 portion as part of deal	£1.30
Un-Baked Sausage Rolls	£1.40
Steak and Guinness Pie	£3.65
Chicken Leek and Ham Pie	£3.65
Cornish Pasty	£2.15
Ham and Cheese Jambon	£1.45
Assorted Cereals	£1.25
Porridge	£1.50
Fresh Fruit Portion	£0.65
Spelga Crumble Strawberry	£1.05
Spelga Yoghurt	£0.80
1/4soda,1/2pot bread, hash brown	£0.70

butter/jam/marmalade	£0.20
fruit salad	£2.45
fruit chunks	£2.10
Granola pots	£2.65
easiyo yogurts	£1.35

Hot Beverages

Americano	£1.70
Cappuchino	£1.90
Latte	£1.90
Cadbury's Instant Hot Choc Stick	£1.90
Tea	£1.40
Small Tea 8oz	£1.10
Filter Coffee 8oz	£1.25

Barista 12oz

Americano 12 oz	£1.99
Cappuchino 12oz	£2.20
Latte 12oz	£2.20
Mocha 12oz	£2.35
Espresso	£1.70
Hot Choc 12oz	£2.20
Tea , 12oz	£1.40
Speciality Tea	£1.50
Syrup	£0.70
Extra Shot	£0.70

Bottled Cold Drinks

Milk Carton 250ml	£0.85
COCA COLA	£1.75
DIET COKE	£1.60
COCA-COLA ZERO	£1.60
COCA-COLA LIFE	£1.60
CHERRY COKE	£1.60
FANTA ORANGE	£1.60
FANTA LEMON	£1.60
SPRITE	£1.60
SPRITE ZERO	£1.60
LILT	£1.60
DR PEPPER	£1.60
FRUICE ORANGE 330ML	£1.75
FRUICE APPLE 330ML	£1.75
POWERADE MOUNTAIN BLAST 500ML	£1.75
POWERADE ORANGE	£1.75
DEEP RIVERROCK STILL	£1.15
DEEP RIVERROCK SPARKLING	£1.15
NESTEA LEMON	£1.75
NESTEA PEACH	£1.75

OASIS CITRUS PUNCH	£1.75
OASIS SUMMER FRUITS	£1.75
Pink Lemonade	£1.75
Traditional Lemonade	£1.75
adez smoothie	£1.80
monster can	£1.80
flavoured water	£1.15

Cans

COCA-COLA	£1.15
DIET COKE	£1.05
COCA-COLA ZERO	£1.05
COCA-COLA LIFE	£1.05
CHERRY COKE	£1.05
FANTA ORANGE	£1.05
FANTA LEMON	£1.05
SPRITE	£1.05

Tunnocks tea Cakes	£0.80
Kit Kat 4 finger	£0.95
Mars	£0.95
Snickers	£0.95
Twix	£0.95
Chicken Goujons	£3.50
Stew	£4.40
Main Course 1	£4.40
Main Course 2	£4.60
Main Course 3	£4.85
Veggie Main	£4.15
Hot Snack	£0.00
Confectionary and drinks	£0.00
Crisps Tayto	£0.85
Crisps Walkers	£0.85
Crisps O Donnells	£1.10
hunky dory crisps	£1.10

Around Noon Sandwich Range

Chicken & Stuffing	£3.15
Free Range Egg Mayo	£3.15
Ham & Cheddar	£3.15
Tuna Mayo	£3.15
Plain Cheese	£3.15
Plain Chicken	£3.15
Plain Ham	£3.15
Chicken Mayo & Homemade Stuffing	£4.00
Tuna Salad	£4.15
Chicken Crunchy Salad	£4.15

Chicken & Sweetcure Bacon	£4.15
Baked Ham & Mustard Salad	£4.15
Free Range Egg Salad	£4.15
Ploughmans Lunch	£4.15
Free Range Egg & Sweetcure Bacon	£4.15
Village Deli Signature BLT	£4.15
Chicken Caesar Wrap	£4.15
Firecracker Chicken Wrap	£4.15
Tuna & Rocket Salad Wrap	£4.15
Simple sandwich	£3.10
Premium sandwich	£3.30
Luxury sandwich	£4.10

Annex B Lots 1 to 4 Tariff: Hospitality

Apr-19

Freshly brewed coffee and Tea	1.95
Coffee, tea and biscuits	2.25
Coffee, tea and scones	3.25
Coffee, tea and mini Danish pastries	3.3
Coffee, tea and shortbread	3.3
Coffee, tea and tray bake	3.25
Mineral water - still	1.95
Mineral water - sparkling	1.95
Fresh fruit juice - orange (1 litre)	2.95
Fresh fruit juice - apple (1 litre)	2.95
Fresh fruit juice - cranberry (1 litre)	2.95

Working Lunch 1 - selection of sandwiches (1 round per person), with a variety of standard fillings, served with garnish	3.95
Working Lunch 2 - selection of sandwiches (1 round per person), with a variety of standard fillings, or filled tortilla wraps, served with garnish and a fresh fruit platter	7.7
Soup & Wheaten Bread - freshly prepared soup of the day served with wheaten bread & butter	4.15
Hot Buffet Selection per Portion - chicken goujons (3) with garlic mayonnaise dip	2.6
Hot Buffet Selection per Portion - cocktail sausage rolls (2)	1.45
Hot Buffet Selection per Portion - cocktail sausages (3)	1.45
Hot Buffet Selection per Portion - mini spring rolls with sweet chilli dipping sauce / vegetarian choice (2)	2.2
Mini Quiche - 2 per portion (vegetarian choice)	1.7

Fresh fruit piece	0.95
Fresh Fruit Platter of sliced fruit served on a platter or bowl	2.85
Scones with butter and jam	1.85
Tray bake - Assorted Selection (caramel square, rocky road, raspberry ruffle, etc)	1.85
Tray bake - carrot cake or mini muffin (Circle preference)	1.85
Tray bake - shortbread biscuits	1.65

Annex B Lot 5: Till Pricing

DRINKS	Price	
500ml water & soft drinks	£	1.25
500ml fat coke	£	1.35
750 ml water	£	1.30
lucozade original & ribena	£	1.35
americano	£	0.90
latte/cappuccino	£	1.25
regular tea	£	0.80
syrup shot	£	0.20
confectionary		
crisps	£	0.80
all chocolate bars	£	0.85
fruit	£	0.70
pc's inc sauces, butters & jams	£	0.16
breakfast		
sausage	£	0.55
bacon	£	0.55
hash browns	£	0.55
potato bread	£	0.45
soda	£	0.45
beans	£	0.50
egg	£	0.45
mushrooms	£	0.40
toast	£	0.35
porridge	£	1.00
sausage roll	£	1.10
Dairy		
1/2 pt milk	£	0.45
2 ltr milk	£	1.50
yoghurt	£	0.60
traybakes	£	1.50
farringford cakes	£	1.00
vegetables	£	0.55
potatoes	£	0.65
chips/baked potato	£	1.50
main course - rice	£	4.00
main course 2	£	4.00
snack meal		2.00-3.75

sandwich	£	2.25
small salad	£	2.10
med salad	£	2.60
large salad	£	3.10
soup	£	1.00
petit pan roll	£	0.50
scones	£	1.00

Annex B Lot 6 Tariff

Item	Price £
Chicken Fillet Burger & side	£4.00
Meat Salad	£3.00
7 piece breakfast	£3.00
Sausage Bap	£1.50
Tea/ Coffee	£0.90
Scone & Jam	£0.90

Lot 6 Sales (Minimal Hospitality)

Period	Total Spend
Apr 16- Mar 17	£48,383
Apr 17- Mar 18	£39,299
Apr 18- Mar 19	£42,777
Apr 19- Sept 19	£19,873

ID 2484911 Monitoring Schedule

1. Performance Management

- 1.1 Contract performance will be regularly monitored to ensure that the Contractor is delivering on the contract requirements and the public purse is getting value for money.
- 1.2 This Schedule sets out the monitoring arrangements for this Contract which will allow issues to be identified and addressed before they impact on Contract performance.
- 1.3 The relationship between the Contractor and the clients will be based on openness and transparency; as such performance reviews will be on the basis of 'no surprises' which requires effective and regular communication between respective parties at all times.

2. Performance & Contract Management Review Meetings

- 2.1 It is essential to the delivery of this Contract that the Contractor has robust management structures in place across all service areas to ensure performance and operational issues can be resolved as early as possible.
- 2.2 The Contractor will be required to participate in regular Performance and Contract Management reviews as illustrated in **Table 1** below. The Client will appoint a Contract Site Manager/premises officer to oversee the day to day management of the contract. The client Contract Site Manager/premises officer will be first point of contact for all operational issues and will meet with the Contractor on a regular basis. The Contractor must ensure that suitable representatives attend all contract review meetings as and when required.

Table 1

Site Weekly Meeting	Weekly review of Weekly Monitoring Form	Contract Site Manager/Premises Officer and Contractor
Operational Meeting	Monthly contract meeting, review of monthly monitoring form, information management, operational issues, point of escalation for service failures	Contract Site Manager/Premises Officer and Contractor
CPD	Point of escalation for unresolved contractual issues	CPD, Contract Site Manager/Premises Officer and Contractor

2.3 The Contractor will be responsible for providing the Management Information (MI) reports (detailed in Section 5 below) 5 working days before meetings.

2.4 The Contract Site Manager/Premises officer will prepare and supply the agenda 3 working days before each meeting. The agenda for the monthly meetings will vary, however will include the following items as a guide;

- I. Previous Minutes;
- II. Action Points;
- III. Hospitality events carried out within the past month and events in the pipeline;
- IV. Initiatives to increase turnover and visitor numbers;
- V. Staffing issues;
- VI. Health and Safety Matters (including reportable incidents);
- VII. Review of performance against KPI's;
- VIII. Customer complaints;
- IX. Any other business.

2.5 A similar agenda will be drafted for a quarterly meeting should it be required.

2.6 The Contract Site Manager/Premises officer will minute the meetings and record actions. These will be forwarded to the Contractor within 5 working days of the meeting for agreement/amendment.

2.7 Meetings will normally be held on each site. The Contractor shall bear their own costs for meetings.

3. Contract Monitoring – Periodical Performance Review

A Contract Monitoring form will be completed on a weekly basis to review performance. See Form ID 2484911 Weekly Monitoring Form CM01. A Contract Monitoring Form will also be completed on a monthly basis to formally review and score the Contractor's performance. See Form ID 2484911 Monthly Monitoring Form CM02. This will then also form the basis of the Quarterly Review meetings should they be required. The Client may adjust the frequency of these review periods during the life of the Contract depending on the Contractor's performance across the Contract. The completed CM01 and CM02 forms will be issued to the Contractor. Where the Contractor wishes to query or contest any scores and/or comments they must do this in writing to the Contract Manager within 5 working days detailing their reasons. The scores and comments will be reviewed based on evidence presented by the Contractor and that held by the Client.

The CM01 form is detailed in Table 2 below. The client may adjust the Service Indicator and introduce Performance Measures to the CM01 during the Contract Term using the Variation Process.

Performance reviews will be carried out by the Site Contract Manager and the score from these will inform the monthly score for specific KPIs.

Each Service Function has been allocated a maximum performance score and measured against a Satisfaction Indicator Scale based on the importance and operational risk. The scores allocated to each Service Function are detailed in **Table 2** below along with the ‘Performance Satisfaction Indicator’ scale.

Table 2 Weekly Monitoring

Related KPI	SERVICE INDICATOR	INDICATOR SCORING METHODOLOGY	MAXIMUM SCORE PER INDICATOR
KPI 1	Customer Service Assistants	(3 = Performance level has been fully met, 2 = Improvement required, some shortcomings in expected performance level, 1 = Failure to deliver requirements of Specification and Contractor has failed to meet expected performance level)	3
KPI 1	Queue Management	(3 = Performance level has been fully met, 2 = Improvement required, some shortcomings in expected performance level, 1 = Failure to deliver requirements of Specification and Contractor has failed to meet expected performance level)	3
KPI 1	Quality of Food	(3 = Performance level has been fully met, 2 = Improvement required, some shortcomings in expected performance level, 1 = Failure to deliver requirements of Specification and Contractor has failed to meet expected performance level)	3
KPI 1	Site Supervision	(3 = Performance level has been fully met, 2 = Improvement required, some shortcomings in expected performance level, 1 = Failure to deliver requirements of Specification and Contractor has failed to meet expected performance level)	3
KPI 2	Customer Complaints Resolution	(3 = Acknowledge and resolved within 5 days, 2 = Acknowledge and resolve within 7 days, 1 = Acknowledge and resolve with 8+ days)	3
KPI 3	Response Times to client queries (events etc)	(3 = Performance level has been fully met, 2 = Improvement required, some shortcomings in expected performance level, 1 = Failure to deliver requirements of Specification and Contractor has failed to meet expected performance level)	3

KPI 4	Non-conformance in relation to Health, Safety, Environmental, Food Hygiene or other breaches	(3 = No Breach, 1 = Any breach)	3
KPI 4	Clearing Tables	(3 = Performance level has been fully met, 2 = Improvement required, some shortcomings in expected performance level, 1 = Failure to deliver requirements of Specification and Contractor has failed to meet expected performance level)	3
KPI 6	Counter Presentation	(3 = Performance level has been fully met, 2 = Improvement required, some shortcomings in expected performance level, 1 = Failure to deliver requirements of Specification and Contractor has failed to meet expected performance level)	3

Key Performance Indicators (KPIs)

Monthly and Quarterly Performance reviews are based on a weighted performance assessment model.

A weighting is allocated to each KPI on the CM02. See **Table 3** below. A score will be allocated to each KPI and based on the performance information collated for each Service Function over the previous quarter. The score allocated will then be multiplied by the weighting to provide a weighted score against each KPI. These will then be added together to provide a total overall performance score. The maximum score is 99 where all KPIs apply. Where KPI 7 and KPI 8 do not apply, the maximum score is 81. The overall score attained will then be measured against the satisfaction scale (i.e. Red, Amber and Green (RAG) scale) to determine the Contractors overall performance using the following bands:

Scale	Range (all KPI's)	Range (excl KPI 7 & KPI 8)
Green	99 to 67	81 to 55
Amber	66 to 34	54 to 28
Red	33 to 1	27 to 1

Performance Satisfaction Indicator Scale

Where performance has been identified as **green** no further action will be required unless the Client identifies and advises the Contractor of some minor improvements.

Where performance has been identified as **amber** the Contractor will be required to undertake a root cause assessment of the performance issues and submit detailed remedy plans to the Client on how performance will be improved. This must be submitted to the Contract Site Manager/ Premises Officer within 5 working days. The Contractor shall commit to improve its performance within 1 month from receipt of the plan. Where performance is not improved the matter will be escalated within the client Department and CPD. Any further action will be in accordance with the Terms and Conditions and Procurement Guidance Note 01/12 (as amended) (https://www.finance-ni.gov.uk/sites/default/files/publications/dfp/PGN-01-12-Contract-Management-Principles-Procedures-July-2017_0.PDF)

Where performance has been identified as **Red** the matter will be immediately escalated within the client Department and CPD. The Contractor will automatically be issued with a formal letter of unsatisfactory performance and will be required to remedy any deficiencies in contract performance within 10 working days or other such period as directed by the Client. Where there is no improvement in performance in the next review period the Contractor will be issued with a second formal letter of unsatisfactory performance. At this stage a poor performance meeting will be arranged with the Contractor and Senior Management from the Department and CPD. The Contractor will be formally

advised of any further action in accordance with the Terms and Conditions and Procurement Guidance Note 01/12 (as amended) (https://www.finance-ni.gov.uk/sites/default/files/publications/dfp/PGN-01-12-Contract-Management-Principles-Procedures-July-2017_0.PDF). Again the Contractor will be required to remedy any deficiencies in contract performance within 10 working days or other period as directed by the Client.

If performance does not reach an acceptable standard after 3 consecutive months the Client may exercise its right depending on the gravity of the issue to terminate all or part of the Contract in accordance with the Terms and Conditions or introduce other comparable sanctions in lieu of termination.

In addition, where the Contractor attains a score of 2 or below on the satisfaction scale for each performance area on the CM02 they will be required to undertake a root cause assessment and submit detailed plans to the Contract Site Manager/Premises Officer on how services will be improved in these areas. This must be submitted within 5 working days. The Contractor shall commit to improve its performance within 1 month from receipt of the plan. Where performance is not improved the matter will be escalated within the Department and CPD. Any further action will be in accordance with the Terms and Conditions and Procurement Guidance Note 01/12 (as amended) (https://www.finance-ni.gov.uk/sites/default/files/publications/dfp/PGN-01-12-Contract-Management-Principles-Procedures-July-2017_0.PDF).

The Contractor shall comply with all its obligations related to KPIs set out in this Contract. The Contractor shall measure the Performance and Availability of the Services against each of the specific Key Performance Indicators (KPIs) in each Measurement Period (monthly or quarterly).

The KPI Schedule details the Target Compliance Measure which the Contractor must achieve. KPIs are categorised within the Schedule as 'General' and Service Function Specific'. The Contractor will be required to meet the Compliance Measure for each KPI together with any level of tolerance which may apply.

The KPIs are intended to be quantifiable measurements that reflect key elements of the Specification of Requirements and are based on key areas of service where a weakness or failure could result in a major impact. The purpose of the KPIs is to ultimately drive future improvements in the service provision delivery.

The Contractor will be required to implement within the contract a KPI monitoring system which shall be maintained and updated on a monthly basis by the Contractor.

The Contractor will be required to achieve expected service levels. Where figures indicate a level of service that is below that required for the Contract, the Contractor shall perform the remedial actions necessary to bring the services to the required performance level.

The Client reserves the right to adjust, introduce new, or remove KPIs throughout the Contract Period using the Contract Variation Process. The Contractor will be given prior notice of any changes to the KPIs. The Contractor will be expected to be fully mobilised prior to the contract commencement date as KPIs will apply from the commencement date of the Contract and no bedding in period will apply.

TABLE 3 – MONTHLY & QUARTERLY MONITORING FORM DETAILING KEY PERFORMANCE INDICATORS

<i>KPI Number</i>	<i>Description of KPI</i>	<i>KPI Scoring Methodology</i>	<i>Score (Scale of Satisfaction 1-3):</i>	<i>Weighting</i>	<i>Weighted score</i>	<i>Maximum Weighted Score:</i>	<i>Comments</i>
<u>HOSPITALITY SERVICE:</u>							
KPI 1	Service delivery is meeting contract requirements and service specification	(3 = Fully meets requirement, 2 = Minor issues, 1 = Significant deficiency)		5		15	
KPI 2	Customer Complaints	(3 = Less than 3, 2 = 3 to 5, 1 = More than 5)		3		9	
KPI 3	Response to previous issues raised	(3 = Issue dealt with, 2 = Issue being dealt with, 1 = Response not satisfactory)		3		9	
KPI 4	Health, Safety, Environmental, Food Hygiene or other breaches	(3 = No breach, 1 = Any breach)		5		15	

KPI Number	Description of KPI	KPI Scoring Methodology	Score (Scale of Satisfaction 1-3):	Weighting	Weighted score	Maximum Weighted Score:	Comments
KPI 5	Are facilities and equipment maintained in good order / adequate supplies of light equipment	(3 = Good, 2 = Average, 1 = Poor / Unsatisfactory)		2		6	
KPI 6	Restaurant - overall cleanliness and presentation, including signage.	(3 = Good, 2 = Average, 1 = Poor / Unsatisfactory)		2		6	

VENDING SERVICES (WHERE APPLICABLE):

KPI 7	Level and quality of overall service provided	(3 = Good, 2 = Some shortcomings, 1 = Not satisfactory / unacceptable)		3		9	
KPI 8	Availability of Service - vending machines well maintained and well stocked.	(3 = 100% availability, 2 = one disruption, 1 = more than one disruption)		3		9	

KPI Number	Description of KPI	KPI Scoring Methodology	Score (Scale of Satisfaction 1-3):	Weighting	Weighted score	Maximum Weighted Score:	Comments
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GENERAL:

KPI 9	Ease of contract management including invoicing procedures	(3 = Good, 2 = Some shortcomings, 1 = Not satisfactory / unacceptable)		5		15	
KPI 10	Management Information requirements provided in line with contract and specification	(3 = Met, 1 = Not Met)		2		6	

MONTHLY KPI SCORE:						99*	
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MONTHLY KPI PERCENTAGE SCORE:						0.00%	
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*If KPI's 7 and 8 are not applicable then the maximum weighted score available will be 81

Contractor Performance Satisfaction Indicator Scale

- 3** Performance level has been fully met, fully compliant with Specification of requirements
- 2** Improvement required, some shortcomings in expected performance level
- 1** Failure to deliver requirements of Specification and Contractor has failed to meet expected performance level

Service Delivery Failures

Any shortfall in service provision whether resultant in any financial cost to the client or otherwise will be the sole responsibility of the Contractor and will be dealt with under the Terms & Conditions of Contract. Without prejudice the generality of that responsibility, examples of when reimbursement will be incurred include impact on reputational damage, impact on service delivery or financial costs to the Department.

5. Management Reporting

The Contractor will be required to operate and maintain appropriate systems, processes and records to ensure that it can, at all times, deliver timely and accurate Management Information (MI) to the Client in accordance with the provisions outlined below. The Contractor shall also supply such Management Information as and when required by the Client.

The Contractor will provide timely, full, accurate and complete Management Information reports to the Client which incorporates the data and in the correct format. The Client may request the Contractor to make changes to the reports

including the data required or format of the report. The Client shall give notice in writing of any such change to any report and shall specify the date from which the replacement report/s shall take effect.

Frequency and Submission of Reports:

All MI Reports must be completed by the Contractor and submitted to the Site Contract Site Manager/Premises Officer at least 5 days before the formal monthly review meetings or as otherwise requested at dates to be agreed with the Contractor at contract award.

MI Reports:

The table below details the MI reports which the Contractor must submit to the site Contract Manager

Reference	Report Type	Report Details
MI01	Sales	Monthly report which provides a breakdown of all sales at the point of sale ie Cafe, bar, event food sales, event bar sales, ancillary sites
MI02	Potential leads and sales	Monthly report which provides a breakdown of all contacts made and received and how many converted into business
MI03	Marketing and PR	Monthly report which details all Marketing and PR plans proposed and evaluation of prior activity.
MI04	Customer Complaint Handling	Monthly report which provides details customer complaints and how they were resolved.

MI05	Performance on administration	Quarterly Report on invoicing and payments.
MI06	Health & Safety	Monthly report that provides a breakdown of all near misses, incidents or accidents on the premises including details of corrective actions put in place. The report must clearly detail time and date of incident and when the incident was reported to the Contract Site Manager/Premises Officer and when the incident was closed.
MI07	Workforce Planning	Monthly report that provides a breakdown of staff resources deployed on this contract including staff contingency, planned recruitment exercises, scheduled training, leavers.
MI08	Implementation of Service Proposals	Monthly Report which details Contractors progress against implementation plan and agreed milestones. This must include any issues that are likely to cause disruption or delay implementation.
MI09	Continuous Improvement	Bi-annual report that identifies planned or undertaken initiatives that achieve savings, efficiencies or added value

It is essential that the Site Contract Manager/Premises Officer receives timely and accurate Management Information pursuant to this Contract because

Management Information is used to inform strategic decision making, financial management and measure the Supplier's performance against KPIs.

Where an MI failure occurs on the part of the Contractor, the Client may issue reminders to the Contractor or require the Contractor to rectify defects in the MI Report provided to the Client. The Contractor shall rectify any deficient or incomplete MI Reports as soon as possible and not more than five (5) Working Days following receipt of any such reminder.

MI Failure – Service Credit

If, in any rolling three month period, two or more MI Failures occur the Client will escalate this to the Department and CPD.

Consequences of Poor Performance

- Where performance falls below satisfactory levels, the Contractor will be given the specified time to improve. If, after the specified time, satisfactory levels of contract performance are not achieved, the matter will be escalated to senior management in CPD for further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period, it may be regarded as an act of grave professional misconduct and they may be issued with a Notice of Written Warning or a Notice of Unsatisfactory Performance and the contract may be terminated.
- The issue of any Notice of Written Warning will be formally recorded and may also be taken into account by Centres of Procurement Expertise in the assessment of the Contractors performance in future procurements. This could result in the Contractor being excluded at the public body's discretion from participating in procurement competitions. The notice will be valid for a period of 12 months from the date of issue or the target date for completion of the contract, whichever occurs later.

- The issue of a Notice of Unsatisfactory Performance will be formally recorded and published on the CPD website. The Contractor will be required to declare this in future tenders, for a period of 3 years from the date of issue of the Notice. Public bodies may, at their discretion, exclude the Contractor from participating in future competitions, for a period of 3 years from the date of issue of the Notice. Termination may also be considered by the Client. Contract terminations due to poor performance will also be published on the CPD website.

Appendix 4 - Minimum nutritional standards required for food

Potatoes, bread, rice, pasta and other starchy carbohydrates	
Minimum standards required	<p>Higher fibre starchy options must be available at all meal times. (E.g. brown rice, wholemeal pasta, potatoes with skins).</p> <p>At least 50 per cent of breakfast cereals (procured by volume) provided must be higher in fibre (i.e. more than 6g/100g) and not exceed 22.5g/100g total sugars.</p> <p>At least 50 per cent of breads provided must be higher fibre (wholegrain, brown, wholemeal, wheaten and granary) options (including all sandwiches)</p> <p>At least 50 per cent of breads, including sandwich selections, and breakfast cereals (procured by volume) must meet UK wide salt targets for industry. https://www.food.gov.uk/northern-ireland/nutrition/salt-ni/salt_targets</p>
What foods are covered	<p>All breads including wholemeal, granary, brown and white bread, wheaten, soda, potato bread, pitta bread, chapattis, tortillas, paninis and bagels. Potatoes, sweet potato, squash (where sweet potato or squash are eaten as a vegetable portion to a main meal, they do not count as a starchy food)</p> <p>All breakfast cereals</p> <p>All rice, couscous, bulgar wheat, semolina, tapioca, maize, cornmeal, quinoa</p> <p>All noodles (including rice, udon, soba and egg noodles) and pasta</p> <p>Other grains e.g. oats, millet, barley, buckwheat, rye, spelt, bulgar (cracked wheat)</p>
Good examples	<p>Bread</p> <p>Choose a variety of breads – including wholegrain, brown, wholemeal, granary and seeded to meet the standard for a 50:50 split between white and higher fibre breads.</p> <p>Look for white bread with added nutrients and fibre for customers who do not like brown or</p>

	<p>wholemeal bread.</p> <p>Flour Wholemeal flour can be used for some recipes or used to replace some of the white flour in a recipe.</p> <p>Breakfast cereals Choose fortified breakfast cereals as they can be a good source of vitamin D, folate and iron. Include cereals which are higher in fibre and lower in sugar to meet the standard for a 50:50 split</p> <p>Remove cereals that are high in salt and added sugar based on the FSA in NI criteria to classify foods and drinks as “low, medium or high”.</p> <p>Potatoes & potato products Buy products that haven’t been cooked in salt.</p> <p>When purchasing chips choose thick cut chips or wedges where possible as these products absorb less fat.</p> <p>Choose ready prepared potato products with lower salt and fat contents.</p> <p>Boiled starchy foods e.g. rice, potatoes and pasta, and grains should be cooked and served without added salt and fat.</p> <p>Rice Brown and wild rice are higher fibre alternatives.</p>
Fruit and vegetables	
Minimum standards required	<p>At least five different types of fruit and vegetables must be available every day.</p> <p>A minimum of two vegetables must be served at each main meal service.*</p> <p>If using canned fruit and vegetable products these must meet UK wide salt targets for industry.</p>

	<p>https://www.food.gov.uk/northern-ireland/nutritionni/salt-ni/salt_targets</p> <p>At least 50 per cent of desserts produced or procured must contain a portion of fruit, which can be fresh, canned in fruit juice, dried or frozen.*</p> <p>A portion of fruit must be cheaper than a portion of hot or cold dessert.*</p> <p>Pies, casseroles, stews and other composite dishes such as Bolognese sauce or curry must include a total of at least one portion of vegetables and /or fruit (this could be from a number of different fruits/vegetables).*</p> <p>When offering fruit / vegetable juice or smoothie use the smallest available pack size – 150ml of fruit /vegetable juice or smoothie counts as only one of your five a day no matter how much you drink.</p> <p>Salad dressings must be offered ‘on the side’ for at least one salad option at each service.</p> <p>*The recommended portion of fresh, frozen, dried or canned fruit or vegetables including salad vegetables must be served. Please see appendix (to be added)</p>
What foods are covered	<p>All types of fresh, frozen, tinned, juiced and dried fruit.</p> <p>All types of fresh, frozen, juiced and tinned vegetables.</p> <p>Unsweetened 100% fruit and vegetable juices, smoothies limited to combined total of 150ml.</p> <p>Beans and pulses are also included but only count as a maximum of one portion per day.</p>
Good examples	<p>Choose tinned fruit in juice rather than in syrup.</p> <p>Choose tinned vegetables and pulses in water, with no added salt or sugar.</p> <p>When buying vegetables choose those with no added sauces, salt or fat.</p> <p>When procuring fruit and vegetables buy a range of different types and colours to provide a variety of nutrients.</p>

	<p>Buy desserts that contain at least 80g of fruit per portion.</p> <p>When buying composite dishes purchase those that provide at least 80g fruit or vegetables per serving.</p> <p>Promote the use of fresh and seasonal fruit and vegetables.</p> <p>When buying fruits and vegetables grown abroad consider fair trade options.</p>
Dairy and Alternatives	
Minimum standards required	<p>Milk and dairy foods should be offered every day and at every meal.</p> <p>Lower fat milk must be available every day.</p> <p>At least 75 per cent of milk (procured by volume) must be lower fat milks (semi skimmed, 1% fat or skimmed).</p> <p>At least 50 per cent of hard yellow cheese (procured by volume) must have a maximum total fat content of 25g/100g.</p> <p>75 per cent of yogurts (procured by volume) must be low-fat (i.e. less than 3g fat per 100g) AND sugar must not exceed 10g per 100g.</p>
What foods are covered	<p>All types of milk, including dried milk, reduced fat milk, goats' and sheep's milk.</p> <p>Cheeses e.g. Cheddar, cottage cheese, cheese spreads, Edam, goats' cheese, stilton.</p> <p>Yogurt (fruit or plain, whole milk or low fat), or fromage frais.</p> <p>Milk-based sauces, custard and milk puddings, fortified soya drinks and yogurts.</p>
Good examples	<p>Often, products are available that are lower in fat and saturates and can easily be incorporated into the menu.</p> <p>Switch to semi-skimmed, one per cent fat or skimmed milk.</p> <p>Milk drinks such as milkshakes and yogurt drinks can be high in sugar so choose varieties that</p>

	<p>are lower in sugar or make them yourself using fruit to sweeten.</p> <p>Choose a variety of cheeses to vary the fat content. Hard cheeses such as Cheddar tend to be higher in saturated fat than softer cheese such as Edam and Camembert.</p> <p>For general cooking, use lower fat varieties of hard cheese; the best option is to use a small amount of mature reduced fat cheese.</p> <p>Crème fraiche and soured creams are available in lower fat varieties and can be used with little difference to the taste of the recipe.</p>
<p>Beans, pulses, fish, eggs, meat and other proteins</p>	
<p>Minimum standards required</p>	<p>A meat or vegetarian protein source must be offered at all main meal service.</p> <p>Fish must be offered at least twice a week, one portion of which one should be oily.</p> <p>All vegetarian meals must contain a protein source. Vegetarian options must only be based on cheese in total not more than twice each week (where lunch only is served) and a maximum of four times each week (where both lunch and evening meal are served).</p> <p>Where red or processed meat is served a portion should not exceed 70g on average cooked weight.</p> <p>There must be at least two days each week without any processed meat or processed poultry products. Sandwich counters are exempt for this standard but are required to adhere to specifications in vending guidance.</p> <p>At least 50 per cent of meat and meat products must meet the UK wide salt targets for industry. https://www.food.gov.uk/northern-ireland/nutritionni/salt-ni/salt_targets</p> <p>Meat and meat products (procured by volume) are lower in saturated fat where available</p>
<p>What foods are covered</p>	<p>Meat, poultry, offal, fish, eggs, nuts, beans, pulses, seeds and other non-dairy sources of protein.</p>

	<p>Meat includes all cuts of beef, lamb and pork. Processed meat and chicken products include ham, bacon, salami, corned beef, beef burgers and sausages and chicken goujons/nuggets.</p> <p>Fish includes any fresh, frozen and tinned fish, such as tuna, sardines, pilchards, mackerel and fish products such as fish cakes and fish fingers.</p> <p>Oily fish includes salmon, sardines, trout, mackerel, herring, pilchards and fresh tuna. A portion of oily fish is 140g.</p> <p>Canned tuna is not considered an oily fish as the long chain omega-3 fatty acids are lost in the canning process for tuna. Other canned oily fish are not affected in the same way.</p> <p>All eggs e.g. boiled, poached, scrambled, fried, omelettes.</p> <p>Beans and pulses e.g. baked beans, chickpeas, butter beans, kidney beans and lentils are in this group and provide a good source of protein for people following a vegetarian or vegan diet.</p> <p>Other protein products suitable for people following a vegetarian or vegan diet include nuts, tofu and quinoa and textured protein products such as soya.</p>
<p>Good examples</p>	<p>Choose leaner cuts of meat where possible.</p> <p>Turkey and chicken are lower fat options when the skin is removed.</p> <p>When selecting meat products choose those with higher meat content and also consider the fat and salt content. Look at the label for more information.</p> <p>Meat products in pastry, such as pies and sausage rolls, are often high in fat; choose the lower fat options where available.</p> <p>Choose tinned fish in spring water rather than oil or brine.</p> <p>Look for canned beans and pulses with no added salt and sugar.</p> <p>Source fish (including where it is an ingredient in a composite product) from sustainable sources meeting the FAO Code of Conduct for Responsible Fisheries (includes Marine</p>

	<p>Stewardship Council certification and Marine Conservation Society “fish to eat” or equivalent).</p> <p>Avoid ‘red list’ or endangered species of farmed or wild fish (Marine Conservation Society ‘fish to avoid’).</p>
Oils and Spreads	
Minimum standards required	<p>All cooking oils must be based on mono- or poly-unsaturated fats.</p> <p>At least 75 per cent of spreads must be based on mono- or poly-unsaturated fats.</p> <p>Choose unsaturated cooking oils</p> <p>Choose salad dressings such as soya, rapeseed, corn, sunflower and olive oils.</p>
What foods are covered	<p>Foods containing saturated fat include:</p> <p>Monounsaturated and polyunsaturated oils, spreads (maize, corn, safflower, sunflower, soya, olive and rapeseed) and low fat spreads and oil-based salad dressings containing these oils.</p>
Other food and drink high in fat, salt and sugar	
Minimum standards required	<p>All mayonnaise and salad creams (including those used in potato salads and coleslaws) must be either low fat, light or reduced calorie</p> <p>At least 75 per cent of pre-packed ready meals and prepared sandwiches (procured by volume) must contain less than 6g saturated fat per portion.</p> <p>At least 50 per cent of all main course options must not be deep fried, batter-coated, bread crumbed, in a creamy sauce or containing pastry. Where chips are served, they must be thick-cut and oven-baked and there must be an alternative starchy side option available that is not deep fried or coated in oil or butter. Do not add salt to chips before serving.</p> <p>There must be at least one day each week (Monday – Friday) when a high fat starchy food such as chips, wedges, garlic bread or roast potatoes are not served.</p> <p>When desserts are served, half of desserts available should contain at least 50% of their weight as fruit</p>

	<p>Lower fat alternatives to cream should be used in cooking e.g. low fat yogurt, very low fat crème fraiche and fromage frais or any product which is less than 10g of fat per 100g.</p> <p>Savoury snacks including crisps and nuts must only be available in the smallest commercially available packet size (ideally 30g or less). Unsalted versions must be available.</p> <p>At least 50 per cent of savoury snacks must be lower fat options. Baked products such as muffins and scones must be less than 60g per scone and 80g per muffin.</p> <p>No less than 80 per cent of beverages (procured by volume) must be sugar free, diet or with no added sugar.</p> <p>All sugar containing drinks must be available in the smallest single serve portion size and must not exceed 330ml.</p> <p>Confectionery, packet sweet / biscuit snacks must be available in the smallest standard single serve portion size within the market and should not exceed 250kcal.</p> <p>Traybakes and baked products e.g. muffins, scones, brownies, caramel squares must not exceed 250kcal per serving.</p> <p>Salt or salt substitutes should not be on display at tables.</p>
<p>What foods are covered</p>	<p>Chocolate, crisps, biscuits, pastries, cakes, puddings, ice cream, rich sauces, and gravies, sugary soft drinks, , sweets, jams, honey and sugar, as well as foods such as cakes, puddings, biscuits, pastries and ice cream.</p> <p>Butter, ghee, lard, suet, cooking oils (e.g. palm oil and coconut oil), oil-based salad dressings containing these oils, mayonnaise, cream, crème fraiche.</p>