

Checklist for catering services tenders

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Supply chain

When tendering your catering services there are many things to consider, which could have a positive or detrimental impact on the outcome. This simple checklist outlines the information and data to collate and issue to bidders when tendering for catering services. Its purpose is to help you:

- ✓ avoid multiple and timely clarifications from bidders requesting the same information
- ✓ allow enough time to gather the data as it will lead to a fully considered, correctly costed proposal from all bidders
- ✓ enable fair and easy evaluation of bidders' responses by providing accurate data to all bidders upfront
- ✓ select a bidder that meets your business needs and expectations.

You should balance the data with a degree of flexibility through an output specification so bidders can suggest creative solutions that challenge the current service offering. Please remember, the data provided should supplement site visits for all bidders, not substitute them.

*For public sector OJEU tenders, it is necessary to provide all of the information at the time of advertising or publishing the tender.

Ensure a safer supply chain

Whoever manages the sourcing of ingredients for your workplace meals should be well versed in the new levels of food safety in a pandemic world. The last thing employees need as they return to work is to discover that their food supply chains haven't been taking adequate safety precautions to prevent the spread of COVID-19.

There are 4 questions you should ask:

- ✓ what precautions are you taking to make sure your supply chain is safe?
- ✓ have suppliers been asked to sign a code of conduct that addresses the risk linked with contamination from COVID-19?
- ✓ have you audited suppliers to assess their safety precautions?
- ✓ what quality or environmental accreditation do your suppliers currently hold?

A supplier with a reputable accreditation demonstrates they are not afraid of being held accountable for their actions. Here are some good accreditation schemes to look out for:

SALSA, BRC, ISO 9001, ISO 14001

ESSENTIAL

- provide these with your tender pack or bidders will ask for them during clarifications

- Commercial arrangement required (this will be determined by: organisational priorities, number of people on site, approach to risk and the subsidy your organisation is prepared to pay).
- Number of sites, occupancy levels, demography and historic uptake levels.
- Scope of the services to be provided 'the specification' to include: catering facilities, services, outlets, vending (leased or owned), hospitality, 'free issue' water coolers and so on.
- Core operating hours/staff shift patterns and labour structures (TUPE implications).
- Menus and tariff policies (including external drivers such as Unions), and tariff sovereignty.
- Shopping basket for high volume items and details from till records of what is being sold.
- Asset and condition survey of catering equipment including any maintenance agreements and accountability.
- Key performance indicators and service level agreements.
- Expectations on investment and capex.
- Terms and conditions of contract.
- Sustainability: is Organic, Fairtrade or local sourcing required? Are compostable or recyclable disposables part of a waste reduction strategy?
 - Provide the company's latest environmental report.
 - Provide any sustainability goals the company may have (for instance carbon reduction targets).
 - Provide the company's diversity and inclusion policy.

OVERALL

- Provide the main strategic goal for offering food (for example is it simply because the office is remote? Or is it to encourage collaboration? Is it for recruitment and retention? And so on).
- Include your company's health and wellbeing policy and activities.
- Clarify expectations around innovation.

DESIRABLE

- will help bidders to submit an accurately costed tender and allow for fair evaluation

- Sundry requirements (for example disposables, cleaning, waste management, cash collection).
- Inventory of small/light equipment and ownership.
- Details of current tills and payment systems.
- Customer feedback mechanisms and historical survey data.
- How the contract will be managed (operationally/strategically), meeting frequency, attendees and agenda.
- Agreed format of performance reports/management information.

NICE TO HAVE

- providing these items will allow for a more bespoke and creative solution

- Building plans and CAD drawings including utilities and ventilation points.
- Expectations on branding, marketing, uniform and the overall look and feel of the facilities and environment.
- Should the contract contribute to social-economic factors like apprenticeships, local suppliers, and community outreach programmes?



For more detailed instructions, please see the IWFM good practice guide for [procuring and running catering contracts](#)