

**CTP913A**

**Provision of Catering Services at County Hall Matlock and**

**Chesterfield Library**

**Supplier Engagement**

**August 2018**

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# Definitions and Abbreviations

|  |  |
| --- | --- |
| **Term** | **Meaning** |
| **Council** | means Derbyshire County Council. |
| **Confidential Information** | means any and all information in whatever form whether disclosed orally and/or in writing and/or whether eye readable or machine readable or in any other form including without limitation all trade and professional secrets, business, technical, financial, operational, administrative, marketing, economic or any other material made available by the Council to an organisation as part of this supplier engagement process. |
| **EIR** | means the Environmental Information Regulations 2004 (SI 2004/3391) together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations. |
| **FOIA** | means the Freedom of Information Act 2000, and any subordinate legislation made under this act from time to time, together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations. |
| **Government** | means the government of the United Kingdom of England, Scotland, Wales and Northern Ireland. |
| **Open Day** | means suppliers are invited to attend either or both open days. |
| **Supplier Engagement** | means Supplier Engagement is a method of gathering market intelligence on a given subject area by engaging with the providers of the goods / services required. It is a pre-procurement process to inform the Council of the range of options available and help refine the procurement process for its requirements. |

# Introduction

**Why are we undertaking Supplier Engagement?**

2.1.. The purpose is to question how the existing services may be delivered and to look for innovation and/or alternative delivery models. At the same time the Council is looking for efficiencies and best value to contribute to its outcomes for the people of Derbyshire.

2.2. The Council is undertaking this Supplier Engagement and asking organisations to submit proposals to support and shape the future of:

2.2.1. The catering service at County Hall Matlock and/or

2.2.2. The catering service at Chesterfield Library

2.4. This exercise will be undertaken with interested suppliers through an Open Days and secondly through written responses to questions.

## Open Day

2.5. The Council is inviting organisations to attend an Open Days on **6th September 2018, between 3pm until 6pm County Hall, Matlock and 7th September 2018, between 4pm until 7pm at Chesterfield Library**. There is no requirement to attend both sites.

## Questions to respond to

2.6. There is a set of questions for each site included which should be completed by participants. (Please see Appendix A).

**What will we do with the Information?**

2.7. The information and insight we obtain from the Supplier Engagement will be carefully considered and support the development of an options paper for the Council’s elected members to agree an approach that best meets the needs of the Council with an outcome of the way forward expected in autumn 2018.

2.8. Should the decision be to go out to the market to secure this, then an appropriate specification and service model that meets the Council’s needs will be designed using the preferred options from the information provided.

## Participating in the Supplier Engagement

2.9. Neither the intentions nor the purpose of this Supplier Engagement exercise is to confer any advantage upon its participants in any future procurement process.

2.10. All responses and submissions relating to this Supplier Engagement exercise are made entirely at the interested participant’s own risk and cost. The Council will not be liable for any costs, expenditure, losses, work or effort incurred by any organisation or third party participating in this exercise.

2.11. Information received from all parties will be treated as commercially confidential. Responses to this exercise are for information only and will not form part of any scored evaluation.

2.12. The Supplier Engagement exercise in no way commits the Council to award any contract, nor does it constitute an offer (implied or otherwise) to enter into any contractual relationship.

2.13. For the avoidance of doubt, this Supplier Engagement is an exploratory exercise to determine feasibility and not a call for competition. It does not constitute any commitment by the Council to undertake a procurement exercise. Organisations are not prejudiced or disadvantaged by any response or failure to respond to this Supplier Engagement exercise. Should the Council subsequently decide to undertake a procurement exercise, it will be carried out in accordance with the Public Contracts Regulations 2015. Please note that a response to this Supplier Engagement exercise does not guarantee an invitation to participate in any subsequent procurement.

2.14. If an organisation considers that any of the information included within its response is either commercially sensitive or confidential in nature, they should identify it specifically and explain the grounds for exemption from disclosure in accordance with the Freedom of Information Act (FOIA) 2000 or the Environmental Information Regulations (EIR) 2004; using the accompanying FOIA Disclosure Form (see Section 6) and submitting this with their response. The organisation should note that even where they have indicated that they consider the information to be commercially sensitive or confidential in nature, the Council may be required to disclose it under FOIA or EIR and the Council will be the final arbiter on such matters.

2.15. Where there is any indication that a conflict of interest exists or may arise then it shall be the responsibility of the organisation to inform the Council in writing.

# Instructions to Respond

3.1. Confirmation of attendance at either of the Open Days can be either emailed to [procurement@derbyshire.gov.uk](mailto:procurement@derbyshire.gov.uk) or by telephone on 01629 536805 by **12noon on the 6th September 2018 for County Hall or 1pm on the 7th September 2018 for Chesterfield Library.** Attendance can be at either or both sites but you must confirm attendance beforehand.

3.2. The Council would like your organisation to consider the questions in Appendix A

Written response can be submitted through the [procurement@derbyshire.gov.uk](mailto:procurement@derbyshire.gov.uk) inbox or the electronic tendering portal, or by hand to arrive no later than **4pm on 14th September 2018**. Please use the box provided beneath each question for your responses.

3.3. Your responses should be brief and to the point. There is no maximum word count imposed but please do not use brochures or marketing material as an answer to any question.

# Opportunity One:

# The Catering Service at County Hall Matlock

**Introduction**

4.1. The Council is keen to explore the potential for the future development of the former Deli Service at its County Hall complex in Matlock. The Council’s aspiration is for an innovative and economically viable catering service that offers a wide range of catering to suit the needs of its employees based at County Hall.

## Background

4.2. In February 2012 the responsibility for the tea and coffee service was brought in house to be operated by Derbyshire Catering Service. At this time the service consisted of a tea, coffee and biscuit delivery service for meetings held within County Hall with a morning tea and coffee service for office staff. This service was provided by one member of staff working 7-00am – 1-00pm (30 hours per week).

4.3. In November 2015 Derbyshire Catering Service requested to extend the facility to include a deli operation (Café Deli) selling breakfast and lunch items. The service was cash only, with no card payment facilities. The opening hours of the deli were 8-30am – 1-30pm Monday – Friday. There was no seating areas located within the Café Deli area although there are break out rooms throughout County Hall where people were able sit and eat.

4.4. Currently, hot drinks are served from an assortment of 23 mobile and fixed drinks machines which are provided under a two year (January 2017 – January 2019) contractual arrangement with Kafevend. This contract is based and charged on guaranteed minimum monthly drink volumes. In addition to the hospitality provision there are two vending machines (one snack machine and one drinks) located in the breakout room at County Hall, (due to expire January 2019). The breakout room is a former canteen location and will be included in the site tour. The kitchen facilities is a finishing kitchen only and the breakout room, which was a former canteen location is to be included for use as a canteen area.

4.5. At present the Council is reviewing the plastic waste produced including single-use cups. The Council has pledged to remove single-use plastic and non-recyclable cardboard cups used for meetings at County Hall and in on-site vending machines.

4.6. County Hall is used frequently as a wedding venue and for other activities and events during the year e.g. long-service awards. The facilities located within the kitchen area are utilised in the evening and at weekends for these events by many outside caterers and it is a requirement that this availability will continue, as such the kitchen facilities need to be left in a clean and tidy condition at the end of each day.

4.7. The number of events held during the last three years are as detailed below:

2016/17 17

2017/18 18

2018/19 20 (to date)

## Staffing

4.9. The Council made a decision on 5th June 2018 to close the Café Deli service on 29th June 2018 but retain the hospitality service until 31 January 2019.

4.10. Previously three members of staff were employed within the catering servicelocated atCounty Hall as detailed below in Table 1:

**Table 1. Catering facility staffing structure at County Hall up to 29th June 2018**

|  |  |
| --- | --- |
| **Job Title** | **Number of Hours employed** |
| Catering Supervisor | 1 x 30 |
| Catering Assistant  Catering Assistant | 1 x 30  1 x 10 |

# Opportunity Two: The Catering Service at Chesterfield Library

## Introduction

5.1. Chesterfield Library is within the top 10 most visited libraries in the United Kingdom in recording 717,471 visits in 2012-13 (Source: [http://www.cipfa.org/about-cipfa/presshttp://www.cipfa.org/about-cipfa/press-office/archived-press-releases/2013-press-releases/chesterfield-library-one-of-the-most-visited-in-the-countryoffice/archived-press-releases/2013-press-releases/chesterfield-library-one-of-the-mosthttp://www.cipfa.org/about-cipfa/press-office/archived-press-releases/2013-press-releases/chesterfield-library-one-of-the-most-visited-in-the-countryvisited-in-the-country](http://www.cipfa.org/about-cipfa/press-office/archived-press-releases/2013-press-releases/chesterfield-library-one-of-the-most-visited-in-the-country) )

5.2. The Council is keen to explore the potential for the future development of the catering service provided at Chesterfield Library. The Council’s aspiration is for an innovative and economically viable catering service that offers a wide range of catering to suit the needs of its employees as well as its well established customer base.

## Background

5.3. The catering service located within Chesterfield library has been open since 1984. Café Browser (the café) is ideally situated in the middle of Chesterfield town centre attached to the library. It is an ideal place to relax and dine when out shopping or visiting the library. It is in close proximity to the bus station so it is well situated to catch passing trade from tourists**.** It has a very friendly atmosphere with table service to cater for all customers' individual needs. It is a short walk away from Queen’s Park so ideal for families. It welcomes nursing mums and has plenty of highchairs and children's crockery. The café is open Monday to Saturday (see the current opening hours below in Table 2).

**Table 2. Current café opening times**

|  |  |
| --- | --- |
| **Day** | **Time** |
| Mon – Fri | 9-30am – 4-00pm (food available until 3-30pm) |
| Saturday | 9-30am – 3-30pm (food available to 3-00pm) |

5.4. The café offers free Wi-Fi and it is a member of the Heart of Derbyshirescheme so serves and advocates healthy food choices. There is a seating area on the pavement outside which can be used in good weather.

5.5. The café has a well-established customer base, these range from young parents with babies to older, retired customers. The café serves hot drinks, light bites, snacks and cakes. They cater for allergens and have a selection of gluten free options. The menu is restricted to the limited kitchen facilities and small cooking/preparation space. One of the most popular days are Tuesdays which is linked to a library activity. Average takings per week are £2,900, the highest income day is Saturdays. The average spend per customer is between £3 and £4 with the most popular items being hot drinks and toasted tea cakes.

5.6. Although the location of the café is prominent within the town, the surrounding area is saturated with cafés and franchises. Immediately surrounding the café are 5 cafés/eating establishments, one of which is an extremely popular high street brand. Despite the café being well presented and offering products at a lower price to their competitors it struggles to compete.

## Staffing (TUPE Will Not Apply)

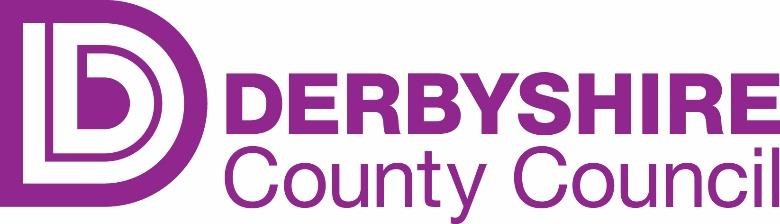
5.7. The café is currently staffed as detailed below in Table 3:

**Table 3. Current Catering facility staffing structure**

|  |  |
| --- | --- |
| **Job Title** | **Number of Hours employed** |
| Catering Supervisor | 1 x 35 |
| Cook | 1 x 22 |
| Catering Assistants x 7 | 2 x 16  1 x 13  3 x 4  1 x 20 |

# FOIA Disclosure Form

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Please print this form, provide a hand-written signature and scan the signed copy for inclusion in your electronic response; submitted through the Council’s e-tendering system.** | | | | | | |
| This form is to be completed by all organisations to identify the information they wish to be considered exempt from FOIA and/or EIR requests.   * Any information supplied, which the organisation considers may be potentially exempt from disclosure under the FOIA and/or EIR **MUST** be set out in this form; * Any information not contained in this form will be subject to disclosure without any prior consultation; * The information considered to be exempt must be referred to in the table below; this could be a whole section of the documentation provided, a clause or paragraph in the documentation provided; * The organisation should set out in this form that information which it considers to be exempt from disclosure, the reason for non-disclosure, the exemption that might be applicable and the time period for which this information should be considered to be exempt; and * The organisation acknowledges nevertheless that any information contained within this form is indicative only and the Council may nevertheless be required to disclose such information under the FOIA and/or EIR. The organisation should also include in this form the name and contact details of a person who will be able to handle such requests. | | | | | | |
|  | **Exempted**  **Information**  **(cross reference to response)** | **Reason for Exemption** | | **Exemption to be Applied** | **Time Period for Exemption** |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
| **Form Completed by:** | | | | | | |
| **Organisation Name:** | | |  | | | |
| **Contact Name:** | | |  | | | |
| **Role within the organisation:** | | |  | | | |
| **Signature:** | | |  | | | |
| **Date:** | | |  | | | |
| **Address:** | | |  | | | |
| **Telephone number:** | | |  | | | |
| **Email:** | | |  | | | |



**CTP913A**

**Supplier Engagement**

**Future Opportunities to Develop and Provide Catering Services at County Hall Matlock and Chesterfield Library**

**Appendix A – Questionnaire**

The Council has recognised the need to understand the variety of options that may provide the most innovative and viable catering services, and make the best use of some of the resources and facilities that are currently underused.

To assist us in this we would like to seek feedback and market knowledge from suppliers who may be interesting in providing these services:

1. **Please identify which services and facilities you would be interested in developing and providing** (please identify all that apply):

**County Hall, Matlock:** Catering Facilities ………….…….……… Yes / No

**Chesterfield Library:** Catering Facilities ………………...… Yes / No

1. **For each of the services and facilities you have indicated above, please provide feedback, including**:
2. An outline of what you think could realistically be delivered;

|  |
| --- |
|  |

1. How you would develop the catering facilities?

|  |
| --- |
|  |

1. Any challenges you have identified, and how they would be overcome;

|  |
| --- |
|  |

1. The length of contract you think would be most appropriate, and the reasons;

|  |
| --- |
|  |

1. What factors would influence you in applying, including any specific concerns, risks that might prevent you from participating;

|  |
| --- |
|  |

1. What benefits would you expect the Council to see from your proposal?

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| --- |
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1. Is there anything else you would like to add?

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| --- |
|  |

|  |  |
| --- | --- |
| **Form Completed by:** | |
| **Organisation Name:** |  |
| **Contact Name:** |  |
| **Role within the organisation:** |  |
| **Signature:** |  |
| **Date:** |  |
| **Address:** |  |
| **Telephone number:** |  |
| **Email:** |  |