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**Invitation to Tender (ITT) for Shire Hall Catering Services**

## Document 7b: Tender Submission (Quality Response) Shire Hall Catering Services

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Full instructions and details on completion of the Tender Questions & Provider Response is detailed in Document 4 “Instructions for Providers”

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| Name of Provider: |  |

Section 1: Ability to meet the Specification

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| Please confirm that your proposed Shire Hall Catering Services proposal is able to meet all elements and aspects of the essential requirements of the Specification (Document 3b).  If not, please state very specifically where, how and why it does not meet the requirements.  Failure to comply with the specification may result in the bid being treated as non-compliant |
| Provider to complete: |

Method Statement Weighting 100%

Method Statement 1: Menus and Food Service (Weighting: 25%)

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| Detail in a Method Statement your operational proposals and approach to providing the catering service, including detailed food offer and tariffs for the café, trolley and hospitality.  As part of the statement detail those items that will be freshly produced and what items will be purchased in, pre-prepared.  State your processes for ensuring innovation and continuous improvement in the catering offer. |
| Provider to complete |

Method Statement 2: Sales and Marketing (**Weighting:** 8%)

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| Detail in a Method Statement your proposals for the sales and marketing of the service. Detail a sample outline marketing plan, including evaluation methods, expected outcomes and results. As part of the response submit an electronic example of Samples of point of sale and other materials proposed to be utilised in the promotion of the service. |
| Provider to complete |

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# Method Statement 3: Contract Support (Weighting: 10%)

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| Detail in a Method Statement your proposed management structure and the operational support that they are able to provide as part of the response. Submit Profiles of key managers and, specifically, the Café Manager and Area Manager. |
| Provider to complete |

# Method Statement 4: **Human Resources and Training (Weighting: 13%)**

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| Detail in a Method Statement how you propose to implement human resources policies, including job descriptions and equal opportunities. Making reference to the following:  Approach to recruitment and retention of staff of the appropriate calibre.  How cover will be provided for holidays, sickness and other unanticipated absence.  Policy on equal pay, the National Living Wage and the real Living Wage.  Training policy, approach to training and training plan.  Approach to pensions. |
| Provider to complete |

# Method Statement 5: **Quality Control (Weighting: 17%)**

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| Detail in a Method Statement your quality control system, making reference to the following:  Approach to, and delivery of, customer care.    Deliver a consistent standard of service.  Self-monitoring procedures.  Evidence of nationally recognised quality management systems, e.g. Hospitality Assured, lIP or ISO9002. |
| Provider to complete |

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# Method Statement 6: **Health, Safety and Hygiene (Weighting: 17%)**

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| Detail in a Method Statement:  Policies and operational systems to ensure the highest standard of health, safety and hygiene.  Approach to Hazard Analysis and Critical Control Points.  Demonstrate due diligence in food hygiene matters.  Approach to waste and environmental issues, and how the impact on the environment will be minimised  Management of COSHH. |
| Provider to complete |

# Method Statement 7: **Contract Mobilisation (Weighting: 2%)**

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| Detail in a Method Statement your proposed mobilisation plan, to ensure commencement of the contract on 1st August 2022, including the minimum time required to mobilise the contract effectively. |
| Provider to complete |

# Method Statement 8: **Purchasing (Weighting: 8%)**

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| Detail in a Method Statement your approach to purchasing policies, particularly in relation to the procurement of fresh, seasonal produce and support of local and regional food producers. |
| Provider to complete |