
Invitation To Tender (ITT) For The Supply of Beers, Wines and Spirits, Bar Equipment and Services for Somerset County Council Properties

Part B Service Specification

Pro-Contract reference: **DN258897**

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Specification

1.0 Background

- 1.0.1 The Council is tendering for the supply of draught beers, lagers, bottled beers bottled lagers ciders, premium packaged drinks, wines (including single serve products), spirits and fortified wines. The Contract may additionally require the Contractor to supply, or facilitate the supply and maintenance of bar and cellar equipment and provide, and if necessary, install, service and maintain all supplied operating equipment.
- 1.0.2 Somerset County Council is procuring the above goods and services for Dillington House and any other properties that may require the Goods and Services detailed in the ITT throughout the life of this Contract including Somerset Outdoor Residential Learning Service (SORLS) centres. The decision to use this Contract will be at the sole discretion of individual Council properties.

1.1 Dillington House

- 1.1.1 Dillington House is a Council owned property located on the outskirts of Ilminster, Somerset, in a rural setting. The property operates as a conference, wedding, training, education, concert and lecture centre 12 months of the year, open to both the public and the Council.
- 1.1.2 Dillington House has 2 bars which are used to offer drinks to customers who are attending an event such as a wedding, conference, Sunday carvery or adult education learning course or talk. Dillington House facilitates, on average, 50 weddings a year, holds regular conferences and has a comprehensive adult education programme, which occasionally involves overnight accommodation in one of Dillington House's 40 rooms.

1.2 SORLS

- 1.2.1 SORLS promotes learning and development for children and young people through a range of outdoor activities at its four residential centres.
- 1.2.2 SORLS operate 4 centres across Somerset including Kilve Court, The Outdoor Centre, Great Wood Centre and Charterhouse Centre.
- 1.2.3 The SORLS centres are located in the West Somerset and Mendip regions of Somerset. At the time of this Contract, the only property run by SORLS which may require access to this Contract is Kilve Court Residential Centre. Additional SORLS properties may require access to this Contract during its lifetime.
- 1.2.4 The SORLS centres operate as multi-functional venues, hosting a number of functions including residential visits for both the public and the Council.

- 1.2.5 SORLS offer a regionally renowned programme of enrichment courses for more able children. In addition to school residential and enrichment courses, SORLS run a significant number of holiday courses, non-residential visits and outreach events.

2.0 Contract Purpose

- 2.0.1 The Council is tendering for the supply of beers, wines and spirits, bar equipment and services for Council owned properties including, but not limited to, Dillington House and SORLS centres. The Council hold multiple functions at the properties; therefore, the Contractor is expected to deliver a broad range of requirements throughout the year to accommodate all of the Council's needs.
- 2.0.2 Tenders are invited from suitably qualified organisations including consortiums. An organisation is not permitted to submit more than one application i.e. it is not permissible to bid as a single organisation and also as lead of a consortium.

3.0 Budget

- 3.0.1 Applicants should submit Tenders costed in accordance with the requirements of the specification described in Section 5 of this document.
- 3.0.2 Current usage information is provided in Part C. Applicants are required to quantify any minimum delivery requirements in Part C, Commercial Schedule, Tender Submission document.
- 3.0.3 Additional properties may be added at any time, with agreement from the Contractor. The overall estimated limit for this contract is £200,000 - £400,000 across Council properties over the life of the Contract.
- 3.0.4 Properties included in this Contract are responsible for their own separate orders and budgets, therefore, the Contractor is required to liaise with various Primary Contacts (outlined in clause 6 and 7 of this specification) during the Contract.
- 3.0.5 The Council cannot guarantee orders, volumes or demand for the products detailed within this ITT.

4.0 Contract Pricing

- 4.0.1 This Contract is for the supply of alcoholic and non-alcoholic beverages, sourced and distributed by the Contractor. The Contract may additionally require the Contractor to supply, or facilitate the supply and maintenance of bar and cellar equipment and provide, and if necessary, install, service and maintain all supplied operating equipment. Applicants are required to submit a rate card for these additional services.

- 4.0.2 The goods will be supplied at the Contractors wholesale price list less a defined discount percentage (%) stated in the pricing schedule.

5.0 Monitoring and Performance Measures

- 5.0.1 Performance will be monitored by, but not limited to the following ways:
- Availability of stock
 - Delivery time

6.0 Target Groups

- 6.0.1 Target Groups include members of the public and school groups attending either Dillington House, the SORLS centres or any other property, for one of the multiple functions held by the Council.

7.0 Contract Management

- 7.0.1 The Contractor will work with the Primary Contact for this contract. Additional Primary Contacts may be added during the life of the Contract, for further properties whose requirements fit within the scope of this Contract.
- 7.0.2 At the time of this Contract, Dillington House is the only Council property requiring immediate access to the Contract. The Council will liaise with the Contractor to add additional properties as and when required.

8.0 Primary Contact

- 8.0.1 Service Manager – Dillington House or authorised officer.
- 8.0.1 Service Manager – SORLS or authorised officer.

9.0 Scope

- 9.0.1 The Council is tendering for the supply of beers, wines and spirits, bar equipment and services for Council owned properties. Members of the public attending one of the many functions at the various Council properties utilise the bars.
- 9.0.2 The customer must be able to supply all of the following: draught beers and lagers, bottled beers and lagers, bottled and draught ciders, premium packaged drinks, wines (including single serve products), spirits and fortified wines including but not limited to a broad range of champagne, sparkling wines, white, red and rose wines, premium spirits and premium plus spirits liqueurs, shots and a wide range of draught, bottled and canned soft drinks and mixers.
- 9.0.3 The Contractor must ensure that stock is made available when reasonably requested by the Council and delivered within the expected timeframe to the requested venue, as detailed in the Tender response.

- 9.0.4 Applicants must supply, when requested, items on a sale or return basis. This will not apply to regular orders but will apply to ad-hoc and Specialist Orders as requested by the Council, specifically for weddings, concerts or other events held at Dillington House and any other Council properties.
- 9.0.5 The Contractor may be required, within the scope of this Contract, to supply, or facilitate the supply and maintenance of bar and cellar equipment.
- 9.0.6 The Council may require the Contractor to provide and if necessary install, service and maintain all supplied operating equipment. The Contractor may be required to liaise with the Councils current supplier regarding the removal or transfer of existing equipment.
- 9.0.7 Applicants should supply the core range as defined in the pricing schedule.
- 9.0.8 The Contractor may be required to supply, install and maintain cellar equipment, including but not limited to fonts and beer lines.
- 9.0.9 The Contractor may be required to produce wholesale price lists for both the properties requiring access to this Contract and retail price list for the venues to display. Additional merchandise (such as beer mats and other promotional material) may be supplied to the venues by the Contractor through the life of the Contract.

10.0 Product Specification

- 10.0.1 The products currently stocked by the Council are, to a large extent, 'branded' goods. Goods are selected and stocked as a result of customer demand and/or preference and wholly dependent on the type of 'event' the goods are intended for. Alternative products at the time of order may be offered to the Council as a 'substitution' if the desired product is out of stock, however, the Council cannot guarantee acceptance of any specific brand or products.
- 10.0.2 All products comply with the appropriate specification or code of practice of the British Standard Institution or any European equivalent if there is a specification or code current for the products during the Contract period. It is anticipated that purchases will be made up of, but not limited to, products as detailed in the baskets of goods.
- 10.0.3 All products must conform to Good Industry Practice standards that ensure high standards of Food safety, hygiene, and food composition. The Contractor must ensure that business operations conform to Good Industry Practice standards that ensure high standards of animal welfare and environmental protection and any appropriate industry standards as approved by Campden BRI (Food and Drink Research Services) or equivalent where these exist, and the Agriculture and Horticulture Development Board, where these exist.

- 10.0.4 The Contractor shall have a food safety management system which is based on the principles of HACCP or equivalent which shall be documented, implemented and continually improved.
- 10.0.5 The Contractor shall operate procedures for the selection, approval and continued monitoring of its Suppliers which are critical to product safety, legality and quality.
- 10.0.6 The Contractor must ensure, during the life of the contract that ullage levels are kept to a minimal level. The Contractor will be expected to collect ullage from the properties calling off this contract.

11.0 Delivery

- 11.0.1 Delivery of goods to be made to the delivery point address as shown on the relevant order. For the avoidance of doubt, at the time of this ITT the addresses of the properties requiring delivery of these goods and services are:
- 11.0.1.1 Sedgemoor Bar (delivery to the front of the Mews building) at Dillington House, Ilminster, Somerset, TA19 9DT
 - 11.0.1.2 Main House Bar (delivery to the back of the main house) at Dillington House, Ilminster, Somerset, TA19 9DT
 - 11.0.1.3 Kilve Court Residential Education Centre, Kilve, Bridgwater, Somerset, TA5 1EA
- 11.0.2 The Contractor must ensure deliveries are available Monday – Sunday as required by the Council.
- 11.0.3 The Contractor must ensure that products are securely packaged, including singular items that have been ordered, with sufficient protection to ensure safe transit.
- 11.0.4 The Council will notify the Contractor of any shortages or breakages at the time of delivery by annotating the delivery note. Notwithstanding this, there will be no time limitation, within reason, on notification of faults that could not reasonably have been detected at time of delivery (for example, faulty goods within a sealed carton).
- 11.0.5 The Contractor will rectify any service level failure (including delivery shortages, incorrect or faulty goods) within 2 working days of being made aware of the failure unless agreed otherwise with the authorised officer. The authorised officer may require more immediate rectification for items that are critical to the catering operation.

11.0.6 Each delivery must be accompanied by a priced delivery note or invoice (mandatory) and as a minimum it must show the relevant purchase order number, date, establishment name, prices, product count and a full and clear description of the products supplied.

12.0 Delivery Days/Times

12.0.1 The Council requires delivery, within 2 Working Days unless otherwise agreed, after an order has been placed with a delivery note and invoice. The standard Delivery cost is to be met by the Contractor. Standard Delivery days and times to be mutually agreed, by the following restrictions will apply:

- Deliveries to be made before 15.30pm
- Deliveries to be made available Monday – Sunday
- At the end of the financial year the Council may require some deliveries to be delayed until the new financial year
- All deliveries and queries should be sent for the attention of the name and address of Requisitioner, as specified on the order form.

12.0.2 All orders will be standard Delivery except for those expressly stated by the Council.

13.0 Receipt of Goods

13.0.1 All goods are to be received and signed for by authorised personnel as unseen. Unless otherwise agreed, goods will not be considered as received until such signature has been made.

13.0.2 Faulty and damaged goods to be dealt with as stipulated in damaged, faulty and incorrect items.

14.0 Part Orders

14.0.1 Part orders will be accepted. However, it will be expected that any part order will be completed within five days or cancelled, save for when there is a known later release date at the point of order and the Council is advised accordingly.

15.0 Payment

15.0.1 Payment will normally be made by the Finance Department of the Council, by BACS within 30 days of correct invoice received by Accounts Payable, this includes time for Council Staff to check the Goods against the order.

16.0 Packaging

16.0.1 All parcels must be securely packaged and must be of a size and weight complying with Health & Safety regulations with regard to handling and lifting by

Council personnel. In current circumstances this is a maximum of 10 kilos per parcel.

17.0 Cancellations

17.0.1 Orders are to be cancelled when there is product non-availability and the Primary Contact is to be notified immediately.

18.0 Damaged, Faulty and Incorrect Items

18.0.1 The Contractor has a duty to check that stock ordered by the Council is correct, free from damage and faults.

18.0.2 Notification of items found to be incorrect, faulty, or damaged, on receipt or within a reasonable length of time after delivery as agreed with the Contractor, will be made in the following way:

- Items that are incorrect, or found to be damaged on receipt will be returned immediately at no cost to the Council.
- Items will be returned at any time if the problem is a production fault at no cost to the Council.
- In instances where the Council determines that returning the Item is not suitable a credit to the equivalent value will be deducted by the Council to invoices raised by the Contractor in order to cover the cost of correcting errors.

18.0.3 The Council will have a period of time following receipt of an item in which to advise the Contractor that it is faulty (in any of the respects listed above). Upon receiving such advice, the Contractor will arrange to collect the item concerned and at the Councils option will within five days either replace it with an undamaged equivalent, or issue a credit note to the previously invoiced value of the item.

18.0.4 The time period referred to in 18.0.2 and 18.0.3 will be as follows:

- 1 month

18.0.5 All returns will be returned by the Council with a covering note giving reasons. The Council will only be liable for a return cost when the Council has placed an order in error, or, no longer requires the items that have been ordered.

18.0.6 Replacements or crediting are to be dealt with as follows:

- The Council require either a new item or a credit note, but not both. If a replacement copy of the item is not immediately available, then a credit note will be issued to the Council.
- The receipt of a credit note will be taken to indicate that a replacement item will not be supplied and so a new order will be generated if required.

19.0 Customer Relationships, Support and Service Improvement

- 19.0.1 A response to telephone/written/email enquiries must always be received from the account manager or a designated person within 3 working days.
- 19.0.2 The Contractor must hold a customer service contact route (or Escalation Policy).
- 19.0.3 The Contractor must provide the Council with a named person(s) with an understanding of the Council's account, whom the Council's Staff can contact during working hours (detailed in clause 10.0.1).
- 19.0.4 The Council requires acknowledgement of all queries within one working day and an answer provided by the Contractor within 3 working days.
- 19.0.5 Contract review meetings when required by the Council, held in person, online or as mutually agreed.

20.0 Management Information

- 20.0.1 Access to a range of management reports is required such as:
- Net and gross totals of invoices (for defined periods of time)
 - Number of ordered items, including those supplied and outstanding including expected arrival date
 - Cancelled orders and reason for non-supply
 - Downloadable copy invoices
 - Number of items, with value, expected to be supplied by the end of the financial year on 31st March
 - Breakdowns of all of the above for each property
 - Ad hoc reports requested by the Council.
 - Price changes

21.0 Service Delivery Questions

- 21.0.1 Part C of this ITT should be filled out in conjunction with the information provided in this Tender pack, with particular reference to the Specification and Background Information.
- 21.0.2 All questions are mandatory and failure to answer a question may result in elimination from the tendering process.
- 21.0.3 All answers require you to evidence how you will achieve each requirement as well as provide supplementary evidence where indicated.
- 21.0.4 Please note that only names additional documents should be submitted as appendices as specified in the questions in this document. Any appendix must be clearly referenced as follows:

- Applicant's Name/Question Number/Name of Document/ Appendix Number.
- Once the Contract is awarded, the statements made within this document will form part of the Contract Terms and Conditions.

21.0.5 For the avoidance of doubt Applicants are advised responses to award questions must not exceed either the stated word or page count. All answers will be checked for their word or page count compliance and any answer found to exceed the criteria will have excess words or pages redacted prior to evaluation; redacted elements will not be read or seen by the evaluation panel. The inclusion of charts and diagrams is, however, allowed and any text also included within them will count towards the overall total word or page count.

21.0.6 The font to be used for answers is Arial no smaller than size 12. This includes text on charts and diagram labels and headings, where possible. Where a word limit is provided Applicants are requested to include their word count within their response. Where no word or page limit is given the Applicant can assume that no such rule applies.