

STATEMENT OF REQUIREMENT

FOR THE PROVISION OF DELIVERED IN HOT SCHOOL MEALS

FOR THE FOLLOWING SCHOOLS:

WILLIAM BARNES PRIMARY SCHOOL, STURMINSTER NEWTON

STALBRIDGE CHURCH OF ENGLAND PRIMARY SCHOOL, STALBRIDGE

ST NICHOLAS CHURCH OF ENGLAND (VA) PRIMARY SCHOOL, CHILD OKEFORD

HAZELBURY BRYAN COMMUNITY PRIMARY SCHOOL, HAZELBURY BRYAN

Annex A - Provision of Delivered In Hot School Meals

ACTIVITY REF	STATEMENT OF REQUIREMENT	DETAILED REQUIREMENTS
1	PROVISION OF DELIVERED IN HOT SCHOOL MEALS (DIHSM) TECHNICAL REQUIREMENT	
1.1	<p>Delivered In Hot School Meals The standard of Service Required for Delivered In Hot School Meals within the Contract.</p>	<ul style="list-style-type: none"> • The contractor shall provide Delivered In Hot School Meals (DIHSM) that are hot, good quality and nutritious and meet the Education (Nutritional Standards and Requirements for School Food) (England) Regulations 2007 and (Amendment) Regulations 2008 to the Schools within this contract. • The contractor shall provide menus that show seasonal variety. • The contractor shall ensure that the meals promote healthy eating. • The contractor shall cater for special diets or allergies. • The contractor shall provide evidence on the approximate size of the DIHSM portions by raw/cooked weight. • The contractor shall prepare and cook meals locally and provide evidence of where the meals will be prepared before delivery to the Schools. • Once prepared and cooked, the contractor shall deliver Delivered In Hot School Meals direct to the Schools. • The contractor shall work with the schools to confirm the school terms dates and to agree the delivery times for DIHSM. • The contractor shall work with the Schools to provide school packed lunches during officially organized school trips where Hot School Meals will be difficult to provide. • The contractor shall provide menus with at least 2 options per day. • The contractor shall be able to provide up to 649 school meals based on the following breakdown of total school populations as of April 2018 (these are subject to change over the life of the contract): William Barnes Primary School, Sturminster Newton: 194 students Stalbridge Church of England Primary School, Stalbridge: 200 students St Nicholas Church of England (VA) Primary School, Child Okeford: 156 students Hazelbury Bryan Community Primary School, Hazelbury Bryan: 96 students. (Contractor is to note that the current take up of DIHSM is approximately 40 to 50 DIHSM per day per school; the schools are keen to work with the contractor to increase take up of DIHSM).

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1.2	On-Line Ordering/Payment	<ul style="list-style-type: none"> • The contractor shall provide a secure online ordering Service to the parents to enable on line ordering and payment. • The contractor shall provide a clear process of on line payment and reimbursement. • The contractor shall work with the schools to develop a contingency plan and process if the on line Service fails at any time during the contract and is expected to be off line for 24 or more hours. • The contractor shall ensure that it will adhere to data protection legislation to ensure payments and other personal information from parents is kept confidential.
1.3	Additional Benefits and Value	<ul style="list-style-type: none"> • The contractor shall explain what additional benefits and value it provides in the provision of DIHSM. This includes anything above and beyond the basic provision laid out in 1.1 and 1.2 that the contractor considers would appeal to the schools in the provision of DIHSM and how it will provide an excellent standard of service.
1.4	Customer Service Focal Point/Management of Risks Provide a dedicated manager for the Schools to raise complaints and address issues and develop the Customer Relationship.	<ul style="list-style-type: none"> • The contractor shall provide a dedicated liaison manager, who has a good understanding of written and verbal English, to work with the Schools and provide regular feedback on the provision of the Delivered In Hot School Meals and will work with the Schools to improve the level of Service and DIHSM take-up. • The contractors shall provide and agree a plan/process with the Schools to deal effectively with complaints or issues and how to improve Delivered Hot School Meals over the contract lifetime (proposed Key Performance Indicators and Contract Governance Plan are attached to this tender). • The Contractor shall agree any contingency plans with the Schools when necessary to ensure continuity of service with DIHSM.
1.5	Previous Customer References	<ul style="list-style-type: none"> • The contractor shall provide customer references from current and previous customers on the quality of service and food it has provided in the provision of Delivered in Hot School or similar catering service. • References must be marked as current customer or previous customer and should be no more than 2 years old.

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2	PROVISION OF DELIVERED IN HOT SCHOOL MEALS (DIHSM) FINANCIAL REQUIREMENTS	
2.1	<p>Financial</p>	<ul style="list-style-type: none"> • The contractor shall provide the school with a breakdown of how much the delivery of Delivered In Hot School Meals will cost per meal under this Contract (which could be as long as 6 years see below). • The contractor shall fully explain any risks and assumptions to the projected cost per meal over the length of this contract. • The contractor shall provide the schools with information on how long they have been trading and a summary of accounts for the past 2 years (no more than one side of A4 for each year). (Bidders are to note that for the preferred bidder, a more detailed look of the accounts will be necessary). • The schools will consider proposals from bidding contractors how meals could be improved with small additional charges to school meals over and above their basic bid price (for example adding 5, 10 or 20 pence per meal).
3	PROVISION OF DELIVERED IN HOT SCHOOL MEALS (DIHSM) COMMERCIAL REQUIREMENTS	
3.1	<p>Training and Legal Standards The contractor shall ensure all staff are appropriately trained to deliver the Delivered In Hot School Meals and that the meals meet minimum legal standards.</p>	<ul style="list-style-type: none"> • Contractor shall ensure that all personnel employed to deliver Delivered In Hot School Meals under this Contract have been properly trained to meet the legal requirements in carrying out their duties. • The Contractor shall comply with all UK Food Safety legislation, this will include the Food Safety Act (1990) and the Food Safety (General Food Hygiene) Act 1995. • The contractor shall ensure that it adopts a system of Hazard Analysis Critical Control Point (HACCP)/Kitchen management procedures. • The contractor shall comply with the requirements of the Health and Safety at Work Act (1974) and any other Acts pertaining to the Health and Safety of its employees, including COSHH Regulations. • The contractor shall provide any other policies or procedures on its approach to food chain integrity and safety. • The contractor shall explain how it intends to train school staff to ensure the safe and accurate serving of school meals including portion control.

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3.2	<p>Public Liability Insurance The contractor shall ensure at his own expense that he holds public liability insurance.</p>	<ul style="list-style-type: none"> The contractor shall provide evidence of public liability insurance, including an insurance schedule. As a minimum, the contractor shall be expected to hold up to £5 million public liability insurance, this in line with Dorset County Council guidelines. Where the contractor does not hold up to £ 5 million it needs to explain the maximum public liability insurance it does hold and the risks to the schools in holding a smaller level of public liability insurance.
3.3	<p>Catering Consumables and Equipment Receive, store and account for all catering consumables or equipment (as applicable) for all contracted tasks.</p>	<ul style="list-style-type: none"> The Contractor shall procure any catering consumables and equipment in order to provide the required standard of Service for Delivered In Hot School Meals for this contract. The contractor shall ensure that they have insurance for any equipment left on school premises.
3.4	<p>Key Performance Indicators (KPIs) Regularly assess or measure any agreed KPIs.</p>	<ul style="list-style-type: none"> The Contractor and Schools shall agree, measure and report the achieved performance against agreed KPIs (proposed KPIs are attached to this tender at Annex C).