

**RESPONSE TO THE STATEMENT OF REQUIREMENT (ROR)**

**FOR THE PROVISION OF 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 B- Provision of Delivered In Hot School Meals - ROR

ACTIVITY REF	REQUIREMENT	DETAILED RESPONSE
1	<b>PROVISION OF DELIVERED IN HOT SCHOOL MEALS (DIHSM)</b>	
1.0	In bidding for this contract, the contractor shall provide to the evaluation team a response to the Statement of Requirement as detailed below.	
<b>PROVISION OF DELIVERED IN HOT SCHOOL MEALS (DIHSM) TECHNICAL REQUIREMENT</b>		
1.1	<p><b>Delivered In Hot School Meals</b> The contractor shall explain in details how it tends to provide the required level DIHSM as stated in the Statement of Requirement at 1.1.</p>	<ul style="list-style-type: none"> <li>• The contractor is to explain how they would provide the level of Service as laid down in the Statement of Requirement at 1.1.</li> <li>• The contractor is to provide details of menus over a whole school year, how these menus will change over the seasons and explain how often it refreshes and launches new menus throughout the year.</li> <li>• The contractor shall provide examples of packed lunches for official school trips.</li> <li>• The contractor shall also provide evidence that their menus meet minimum legal standards in line with the Statement of Requirement at 1.1.</li> <li>• The contractor shall explain how it promotes healthy eating.</li> <li>• The contractor shall also explain how it intends to cater for pupils who have allergies and other special dietary requirements.</li> <li>• The contractor shall explain where it prepares and cooks meals before delivery to the schools and how the DIHSM will be kept hot and protected for lunch.</li> <li>• The contractor shall provide evidence on the approximate size of the DIHSM portions by raw/cooked weight.</li> <li>• Contractors shall explain any risks or issues in delivering this service.</li> </ul>
1.2	<b>On-Line Ordering/Payment</b>	<ul style="list-style-type: none"> <li>• The contractor shall explain in detail how it intends to deliver a secure online payment service in line with the Statement of Requirement at 1.2.</li> <li>• The contractor shall explain what processes it has in place to protect parent's payment details and other personal information to meet data protection legislation requirements.</li> </ul>

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1.3	<p><b>Additional Benefits and Value</b> The contractor shall explain how it intends to add value and benefits to this contract in addition to the requirements set down in the Statement of Requirement at 1.1 and 1.2.</p>	<ul style="list-style-type: none"> <li>• This is an opportunity for the contractor to explain what additional benefits and additional value it will deliver to the schools if it is awarded this contract in line with the Statement of Requirement at 1.3.</li> </ul>
1.4	<p><b>Customer Service Focal Point/Management of Risks</b> Provide a dedicated manager for the Schools to raise complaints and address issues and develop the Customer Relationship.</p>	<ul style="list-style-type: none"> <li>• The contractor shall explain how it intends to provide a customer focal point, deal with complaints and work with the schools in managing any risks or contingency plans in line with the Statement of Requirement at 1.4.</li> <li>• The contractor shall explain how it will work with the schools to improve the take up of DIHSM over the lifetime of the contract.</li> </ul>
1.5	<p><b>Previous Customer References</b></p>	<ul style="list-style-type: none"> <li>• The contractor shall provide references from current and previous customers on the quality of service and food it has provided in the provision of Delivered in Hot School Meals.</li> </ul>
2	<p><b>PROVISION OF DELIVERED IN HOT SCHOOL MEALS (DIHSM) FINANCIAL REQUIREMENTS</b></p>	
2.2	<p><b>Financial</b> The contractor shall provide the following financial information in line with the Statement of Requirement at 2.1</p>	<ul style="list-style-type: none"> <li>• 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 has the potential to be as long as 6 years).</li> <li>• The contractor shall fully explain any risks to the projected costs per meal over the potential length of this contract within the contract bid.</li> <li>• 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, for the preferred bidder, a more detailed look of the accounts will be necessary).</li> <li>• The schools will consider plans from bidding contractors how meals could be improved with small additional charges to school meals (for example adding 5, 10 or 20 pence per meal).</li> </ul>

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3	<b>PROVISION OF DELIVERED IN HOT SCHOOL MEALS (DIHSM) COMMERCIAL REQUIREMENTS</b>	
3.1	<p><b>Training and Legal Standards</b> The contractor shall ensure all staff are appropriately trained to deliver the Hot School Meals and the bidder meets minimum legal standards on Health and Safety and Food Safety.</p>	<ul style="list-style-type: none"> <li>• The contractor shall provide written evidence on their policies and procedures that their staff are fully trained to current legal standards in Health and Safety, COSHH and Food Safety and any other Food Integrity policies.</li> <li>• The contractor shall provide evidence of its food safety management/quality systems such as Hazard Analysis Critical Control Point (HACCP)/Kitchen management procedures.</li> <li>• The contractor shall explain how it intends to train school staff to ensure the safe and accurate serving of school meals including portion control.</li> </ul>
3.2	<p><b>Public Liability Insurance</b> The contractor shall ensure at his own expense that he holds public liability insurance.</p>	<ul style="list-style-type: none"> <li>• The contractor shall provide evidence of public liability insurance in this bid and this shall include details of what the public insurance liability covers and the maximum amounts the insurance covers under the insurance schedule. As a minimum, the contractor shall be expected to hold up to £5 million public liability insurance. Where the contractor does not hold up to this level it needs to explain the maximum it does hold and the risks to the schools in holding a smaller level of public liability insurance.</li> </ul>
3.3	<p><b>Catering Consumables</b> Receive, store and account for all catering consumables (as applicable) for all contracted tasks.</p>	<ul style="list-style-type: none"> <li>• For inventory control reasons, the Contractor shall explain in the tender bid what catering consumables or equipment it will purchase for this contract and what consumables or equipment need to be kept on school premises during the contract. The contractor shall provide evidence that any catering consumables or equipment left on school premises is covered in their insurance.</li> </ul>
3.4	<p><b>Key Performance Indicators (KPIs)</b> Regularly assess or measure any agreed KPIs.</p>	<ul style="list-style-type: none"> <li>• The schools are very keen to work with the contractor to ensure the success of this contract. Therefore, bidders are invited to comment on the proposed KPIs and contract governance at Annex C and Annex E to allow agreement to be reached between the contractor and the school on the KPIs and contract governance</li> </ul>