

**Schedule 1 – Specification**

**Part C Service Requirements**

**Lot 4A – Patient Catering**

**Lot 4B - Retail Catering & Hospitality Services**

**Healthcare Soft Facilities Management Services Framework Contract RM6331**

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# Introduction

* 1. The purpose of this Specification is to set out the scope of the Deliverables that the Supplier will be required to make available to all Buyer(s), together with the specific standards applicable.
  2. This specification sets out the requirements and Standards for the Catering Service. This specification should be read in conjunction with Schedule 1 – Specification, Part A Requirements Overview and Part B Contract Management.The Supplier is required to comply with all parts of the Specification.

## **Description of Lots**

* 1. This Framework Contract comprises 16 Lots.These Lots are grouped into 5 service headings. This specification sets out the requirements for the provision of Catering Services to the healthcare estate.
  2. The full provision of Core Services and Additional Services which may be required by Buyers under this Framework Contract are detailed in section 1.5 below.

| **Lot(s)** | **Service Reference** | **Description of Services** | **Core / Additional Service** |
| --- | --- | --- | --- |
| Lot 4A and 4B | Service BW1 | Billable Works | Core |
| Lot 4A | Service CA1 | Patient Catering | Core |
| Lot 4B | Service CA2 | Full-Service Restaurant | Core |
| Lot 4B | Service CA3 | Deli / Coffee Bar | Core |
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| Lot 4B | Service CA7 | Retail Services / Convenience Store | Core |

* 1. Suppliers are also required to provide a number of Contract Management services as part of this Framework Contract. For a full description of the Contract Management services required under this Framework Contract please refer to Framework Schedule 1 - Specification, Part B Contract Management.
  2. The Supplier shall be required to provide a patient centred Service that meets the requirements for high quality care and infection prevention and control. The table set out in this section 1.7 below provides a description of the types of Deliverables available under each lot.
  3. A summary of the lot structure is as follows:

| **Lot** | **Description of Services** |
| --- | --- |
| Lot 4A | Patient Catering   * The Suppliers appointed to Lot 4A will be responsible for the provision of a healthy, nutritious and appetising full meal service to patients including both in-patients and day patients (where required). * The delivery of this Service will comply with Food safety and nutritional standards. * The Service includes provisions for a range of different delivery approaches including use of equipped Buyer catering facilities and shelled out Buyer catering areas. |
| Lot 4B | Retail Catering and Hospitality Services   * The Suppliers appointed to Lot 4B will be responsible for the provision of an appealing and healthy range of retail catering solutions and hospitality services for visitors and staff. * The delivery of this Service will comply with Food safety and nutritional standards. * The Service includes provision of 24-hour Catering Services (Food and Beverages) as part of the service range. |

## **Definitions**

* 1. Terms used in this Specification and annexes that require further definition are capitalised. For definitions of these terms, you should refer to Joint Schedule 1 – Definitions, relevant Call Off and Joint Schedules in addition to the table below which can be used if definitions relate solely to the Specification.

| **Expression or Acronym** | **Definition** |
| --- | --- |
| Anaerobic Digestion | The decomposition of organic waste material by anaerobic microorganisms, typically used as a means of waste disposal or energy production. |
| Buyers Catering Space | Catering spaces that are limited to being shelled spaces with incoming utility connections. This may include existing fit outs that are subsequently removed, this shall be detailed in the Buyers Call-Off Procedure |
| Buyers Catering Facility | Catering spaces that are fully fitted out including prime cooking equipment, this shall be detailed in the Buyers Call-Off Procedure. |
| Food Hygiene Certificate | a certificate awarded to those who successfully complete an accredited course on food hygiene and safety. |

# All Lots

* 1. This section provides details of the service requirements that Suppliers will be expected to fulfil in their entirety across all lots. It is important that Suppliers take time to fully understand these requirements, and in particular, the need for full compliance from the implementation of Call-Off Contracts with Buyers.
  2. The Supplier shall be subjected to Government Buying Standards GBS in relation to food and catering in accordance with Appendix 1 of the Government Buying Standards for Food and Catering Services.
  3. The Supplier shall supply a value for money catering service, which is consistent with the requirements of NHS National Standards for Healthcare Food and Drink, NHS nutritional standards guidance, current food Service trends and the Buyer’s requirements and expectations.
  4. The Supplier shall be responsible for the production of a catering service business plan to be submitted during the Mobilisation Period, agreed with the Buyer, and updated annually as a minimum. The catering service business plan shall include as a minimum: the identification and exploration of all potential opportunities to develop and enhance the catering service to deliver continual improvement, greater efficiency, enhanced customer experience, improved sustainability and generation of additional income streams.
  5. The Supplier shall be responsible for the completion of a quarterly balanced scorecard submission.
  6. The Supplier shall collaborate with the Buyer to update its food and drink strategy for improving nutrition and hydration for patients, staff and visitors.

## **Service A1 - Service Delivery Plans**

* 1. In addition to the Service Delivery Plan Requirements set out in Schedule 1 – Specification, Part B Contract Management, the Catering Service Delivery Plan shall include as a minimum:
     1. processes for the procurement, storage and preparation of ingredients;
     2. processes for development and review of menus and/or range of offering;
     3. processes for managing food wastage;
     4. approach to transportation of meals (where applicable);
     5. methodologies for managing food hygiene and Hazard Analysis and Critical Control Points (H.A.C.C.P); and
     6. processes for catering for special dietary requirements.

## **Compliance with Food Safety**

* 1. Where required by the Buyer under the Call-Off Procedure, the Supplier shall nominate a food safety specialist.
  2. The Supplier shall develop and implement appropriate operational policies, procedures and practices to ensure food safety and hygiene standards are maintained at all times and which complies with an Assured Safe Catering programme based on Hazard Analysis and Critical Control Points (H.A.C.C.P).
  3. All Supplier Staff engaged in the delivery of the Service shall maintain proper standards of food safety, personal hygiene and personal apparel, in accordance with the Industry Guide to Good Hygiene Practice: Catering Guide at all times. This shall include as a minimum training in the following:
     1. Food production;
     2. Food hygiene, including:
        1. health and safety legislation;
        2. food hygiene policies and procedures; and
        3. the attainment of a Level 1 Food Hygiene Certificate;
     3. Supervisory and management training to the following standard:
        1. The attainment of a Level 2 Food Hygiene standard certificate for all supervisory Staff and cooks or equivalent; and
        2. The attainment of a Level 3 or Diploma Food Hygiene standard certificate for all managers or equivalent.
  4. The Supplier shall proactively identify and introduce technology and innovation that improves the capture, quality and accuracy of data relating to H.A.C.C.P throughout the full catering cycle. The Supplier shall provide information on any such technology and innovation including a cost benefit analysis to the Buyer for consideration. If the Buyer wishes the Supplier to proceed with the implementation of such technology, the costs for such implementation shall be managed as per the Call-Off Schedule 25 - Billable Works and Projects. Further details will be provided by the Buyer in the Call-Off Procedure.

## **Procurement, Storage and Preparation of Ingredients**

* 1. The Supplier shall procure and replenish all food and ingredients required to undertake this Service, using recognised government contracts. Where recognised government contracts are not suitable, the Supplier shall procure produce in accordance with Government Buying Standards including Appendix 1 Government Buying Standards for Food and Catering Services.
  2. The Supplier shall implement quality control procedures for all incoming ingredients and foodstuffs to ensure goods are within their stated expiry date and free from damage and pest infestation, have been stored and transported at the correct temperature and are suitable for consumption as per the STS Food Safety Standards.
  3. The Supplier shall ensure that all food is handled, stored, prepared and cooked appropriately, that procedures are in place to ensure it is kept at the requisite temperature at all times including but not limited to storage prior to preparation, during cooking, during transfer and at point of service around the Buyers Premises to patients.

## **Equipment Resources**

* 1. The Supplier shall provide all staffing, training, supplies and equipment hardware, menus, crockery, utensils, disposables, personal protective equipment, cleaning materials and any other items required for the efficient delivery of the Catering Service in accordance with the Buyer Requirements in the Call-Off Procedure.
  2. The Supplier shall provide, distribute, collect, wash and dry, store and replace as necessary all crockery, cutlery and other implements and equipment used in connection with the Catering Service and shall be responsible for the cleaning of all food production areas used in connection with the Catering Service as per NHS Cleaning Standards. Where areas used in connection with the Catering Service are cleaned by the Buyers cleaning provider, the Supplier shall liaise with the Buyer’s cleaning service to ensure that service delivery is scheduled to avoid the need for the repetition of tasks by either party.

## **Menu Development and Nutritional Standards**

* 1. The Supplier shall provide a customer-focused menu development service, in accordance with the National Standards for Healthcare Food and Drink, to be agreed with the Buyers food service dietitian or nutritional steering group, that meets the dietary requirements of the patient-mix and actively takes account of patient, employee and visitor feedback regarding the:
     1. Range of services on offer;
     2. Choice of meals, snacks and drinks;
     3. Quality of service;
     4. Accessibility of service;
     5. Appearance of the food and drink offer;
     6. Temperature;
     7. Timeliness; and
     8. Taste and texture
  2. The Supplier shall liaise with the Buyer’s food service dietitian or nutritional steering group on the approach the Buyer uses in relation to allergen screening and develop policies which integrate this into the delivery of the Service.
  3. The Supplier shall work with the Buyer’s food service dietitian or nutritional steering group to integrate the nutritional screening programme into the Catering Service. The Supplier shall incorporate menu options that cater for patients at risk from malnutrition and/or dehydration.
  4. The Supplier must gain Approval from the Buyer’s nutritional steering group prior to the:
     1. Use of potentially allergenic ingredients (e.g. Nuts);
     2. Use of genetically modified foods;
     3. Delivery of modified, special and therapeutic diets with particular regard to the content, standard and method of delivery; and
     4. Implementation of all menus.
  5. The Supplier shall provide a minimum of a twenty-one (21) day menu cycle to ensure variety and selection and to avoid menu fatigue. Menu cycles shall be changed to take account of customer feedback. The Supplier shall provide suitable special menus for:
     1. Christmas Day;
     2. New Year’s Day; and
     3. Other occasions as set out by the Buyer in the Call-Off Procedure.
  6. The Supplier shall provide menus in the format and style agreed with the Buyers food service dietitian or nutritional steering group but as a minimum shall take full regard of:
     1. Ethnic/religious requirements;
     2. Plant-based offerings;
     3. Visually impaired/special needs patients, visitors and or employees;
     4. Technology available such as bedside communication systems;
     5. Genetically modified and or allergenic contents; and
     6. Dietary coding.
  7. The Supplier shall provide a meal ordering system no more than 2 meals in advance, except for the ordering of breakfast where it shall be ordered 1 meal in advance. This shall include the production, collection, collation and distribution of patient menus in a form compatible with the proposed Service methodology.

## **Sustainability**

* 1. The Supplier shall supply a sustainable catering solution which:
     1. Supports current and future hybrid working arrangements and variable Buyer Staff numbers utilising Buyer Premises as a place of work;
     2. Recognises the need to adopt regional and locational catering solutions;
     3. Supports diversity and inclusion in the workspace and promotes the health and wellbeing of Buyer Staff;
     4. Delivers a flexible and adaptable service, commensurate to the number of Buyer Staff working at the Buyer Premises;
     5. Supports, where the catering solution allows, local producers and suppliers;
     6. Offers sustainable and wide-ranging options for healthy meal and snack options including plant-based options and aligns to NHS National Standards for Healthcare Food and Drink and any provenance guidelines and requirements outlined by the Buyer in the Call-Off Procedure;
     7. Seeks to recycle 100% of all waste generated from the Delivery of the Services;
     8. Maximises the use of technology, for example the use of digital menus, online ordering and wireless technology for temperature logging;
     9. Where feasible, ensures Services are provided at convenient locations with optimal footfall or as advised by the Buyer;
     10. Seeks to maximise the use of the facilities and opportunities for increases in revenue from the Delivery of the Service while reducing the cost of patient meals;
     11. Further details of any sustainable catering solution requirement and associated pricing and incentivisation rationale will be provided by the Buyer in the Call-Off Procedure.
  2. The Supplier shall ensure the Services are Delivered in accordance with the Environmental Protection (plastic straws, cotton buds and stirrers) (England) Regulations 2020, related Regulations in place across Devolved Administrations and all future waste related Regulations.
  3. Where the Catering Service requirements set out in the Call-Off Procedure requires the provision of Catering to satellite Buyers Premises, the Supplier shall work to reduce greenhouse gas emissions from transport by adopting the use of environmentally friendly transport solutions.
  4. Where the Catering Service requirements set out in the Call-Off Procedure requires the provision of Catering to satellite Buyers Premises, the Supplier shall ensure that any vehicle purchases used (or predominantly used) by the Supplier for the purpose of providing the Services are in compliance with the GBS for transport.

## **Food Wastage**

* 1. The Supplier shall collect data on food waste volumes returned from patient meal service against each ward and collate this data on behalf of the Buyer.
  2. The Supplier shall utilise Food Waste volumes and meal ordering data to adapt the menus and meal offerings to reduce the volume of food waste generated.
  3. Suppliers shall arrange for the separate collection of food waste and spoiled produce in accordance with Law and Guidance. Suppliers are required to handle food waste in accordance with the Buyers waste hierarchy, maximising the use of Anaerobic Digestion, Composting, or other recovery / recycling technologies.
  4. Where macerators are still in place Suppliers shall ensure that these are not used in the disposal of food waste in accordance with Law and Guidance.
  5. The Supplier shall provide advice to the Buyer on ways it could improve the volume of waste that is recycled including composting.
  6. Suppliers shall record the overall volume and mass of food waste collected, for use in the calculation of landfill diversion and greenhouse gas reduction. The quantities of any products generated from the processing of food waste (compost, biogas, etc) shall also be recorded and reported to the Buyer.
  7. The Supplier shall liaise with the Buyer waste management contractor to ensure that waste derived from the Catering Service is segregated and disposed of correctly.

## **Utilities**

* 1. Where deemed appropriate, the Supplier shall be responsible for the payment for water, gas, electricity and waste management Services related to the Catering Service on a pay-as-used basis. The Buyer shall arrange metering if necessary, as set out by the Buyer in the Call-Off Procedure

## **Use of Buyer Catering Facilities – (Equipped)**

* 1. Where the Buyer specifies in the Call-Off Procedure that the Supplier shall make use of existing Catering facilities within the Buyer Premises for the delivery of the service, the Supplier shall provide an initial assessment of the Buyers Catering facilities based on information supplied at the Call-Off Procedure including any issues that would limit the ability to meet legislation and guidance in its response.
  2. The Supplier shall develop its Catering Service on the basis of utilising the Buyers Catering facilities as they are without any significant redesign unless this is required to meet legislation and guidance.
  3. During the mobilisation period, the Supplier shall undertake a full detailed assessment of the Buyers Catering facilities and provide a report confirming any issues with the existing facility including details of any equipment requiring repair or replacement either due to fault, failure or legislative non-compliance. The Supplier report shall set out in full all aspects that it deems requiring attention to allow the Service to be delivered in accordance with this specification with an indication of the cost impact for undertaking the required works, for the Buyer to action. The report shall further set out any potential changes or updates that could be made to equipment that will reduce the energy consumption associated with the delivery for the Catering Service and improve Service quality for the Buyers consideration.
  4. Where the Buyer requests the Supplier to undertake the necessary works to address any issues identified with the Buyers Catering facilities, the costs for such works shall be managed as per the Call-Off Schedule 25 - Billable Works and Projects. Further details will be provided by the Buyer in the Call-Off Procedure.
  5. The Supplier shall review the stock lists for all kitchenware and tableware provided by the Buyer based on information supplied at the Call-Off stage and determine any shortfalls in equipment available. The Supplier shall seek to reuse as much kitchenware and tableware as possible to reduce the generation of waste. The Supplier shall be responsible for the supply of any additional equipment deemed necessary including any replacement of items during the Contract Period.
  6. Where equipment is damaged or faulty the Supplier shall notify the Buyer via the Buyers nominated helpdesk to raise the matter with an assessment of the impact caused by the loss of the relevant piece of equipment.

## **Use of Buyer Catering Facilities – (Shell)**

* 1. Where the Buyer specifies in the Call-Off Procedure that the Supplier shall make use of existing Catering space within the Buyer Premises to fit out to allow the delivery of the service, the Supplier shall develop its own design for the fully operational Catering facility. The design should provide:
     1. An efficient working environment;
     2. Energy efficient prime cooking equipment;
     3. Flexibility for future upgrades and adaptation; and
     4. A service model that is sustainable for long term service provision.
  2. The Supplier shall include the fully costed design within its response to the Call-Off Procedure as a separate cost line item. The costs shall be amortised over a period specified by the Buyer in the Call-Off Procedure. and included in the invoicing as a separate line item with details of the balance of costs set out alongside this.
  3. In the event of an early termination of the contract, the Buyer shall pay the Supplier the balance of any outstanding sums associated with the Catering Facility fit-out.
  4. The Supplier shall develop its Catering Service on the basis of utilising the Buyers Catering Space as fitted out to the Suppliers design.
  5. During the mobilisation period, the Supplier shall undertake the fit-out of the Buyers Catering Space. Where the Supplier identifies issues with the Buyers Catering Space that were not previously identified by the Buyer in the Call-Off Procedure, the Supplier shall notify the Buyer immediately with a cost for rectifying the issue. The costs for such works shall be managed as per the Call-Off Schedule 25 - Billable Works and Projects. Further details will be provided by the Buyer in the Call-Off Procedure.
  6. The Supplier shall review the stock lists for all kitchenware and tableware provided by the Buyer based on information supplied at the Call-Off Procedure and determine any shortfalls in equipment available. The Supplier shall seek to reuse as much kitchenware and tableware as possible to reduce the generation of waste. Any additional equipment deemed necessary will be the responsibility of the Supplier, ownership of the equipment will be agreed as part of the Call-Off Contract Period.
  7. Where the Buyer does not have appropriate utility metering in place for the Buyers Catering Space, the Supplier shall include for the provision of metering of all utilities associated with the Catering Service as part of the Suppliers design.
  8. The Supplier shall be responsible for all Utility Costs associated with the provision of the Catering Service.

## **Use of Supplier Catering Facilities**

* 1. Where the Buyer specifies in the Call-Off Procedure that the Supplier is to provide its own space to deliver the Catering Service from, the Supplier shall ensure that the Catering facility is designed and operates in accordance with legislation and guidance.
  2. The Supplier shall allow the Buyer to carry out regular inspections of its Catering facility to confirm that the Service is being delivered in accordance with the requirements of this specification.
  3. The Supplier shall put in place additional Hazard Analysis and Critical Control Points (H.A.C.C.P) for the transport of food products and meals to Buyer Premises covering as a minimum quality, consistency and temperature requirements.

## **Service BW1 - Billable Works**

* 1. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of the Buyer.

# Lot 4A Patient Catering

* 1. All elements of Lot 4A Patient Catering Services are deemed to be Core Services unless otherwise stated.

## **Service CA1 - Patient Catering**

* 1. The General Catering Standards shall apply to this Service.
  2. The Supplier shall provide a patient centred planned Catering Service for all In-patients and day patients on a 365(6) days per year basis.
  3. In all cases meals shall be delivered in accordance with the quality standards set out in the NHS National Standards for Healthcare Food and Drink. All scheduled meals shall be delivered according to delivery schedules which will be agreed with the Buyer during mobilisation. In all cases deliveries shall be made inside the times detailed in Guideline Meal Service Times table below.
  4. Scheduled meals that are to be delivered to satellite Buyers Premises shall be transported to those sites listed in the Buyers Call-Off procedure at times agreed with the Buyer's Representative.

## **Guideline Meal Service Times Table**

| **Meal** | **Site A** |
| --- | --- |
| Breakfast | [0730 – 0830 hrs] |
| Lunch | [1200 – 1300 hrs] |
| Evening Meal | [1700 – 1800 hrs] |

* 1. The Supplier shall provide a reactive and ad hoc patient Catering Service between 07.30 and 20.00 hours and in accordance with NHS National Standards for Healthcare Food and Drink.
     1. The Supplier shall provide ad hoc meals when requested, including but not limited to:
        1. In-patients who are admitted outside scheduled mealtimes, or are receiving treatment during scheduled mealtimes;
        2. Patients in Departments specified by the Buyer in the Call-Off Procedure; and
        3. Any reactive or ad hoc request made by the Buyer’s Representative.

## **Special Dietary Requirements**

* 1. The Supplier shall provide, on the instruction of the Buyers nutritional steering group, special diet meals, including fortified soups and drinks to designated patients on a scheduled and ad hoc basis and wherever possible such meals and/or beverages should be served with the other scheduled meals. Special diets may include but are not limited to:
     1. therapeutic;
     2. special (including but not limited to Diabetic, Coeliac, Low Potassium, Wheat free);
     3. adolescent;
     4. cultural;
     5. religious;
     6. paediatric;
     7. texture modified (soft) meals; and
     8. any other special requirement that is set out in the Buyers Call-Off Procedure.

## **Distribution and Delivery**

* 1. The Supplier shall liaise with the Buyers portering/logistics provider to agree the delivery of all meals to their intended patient and the collection and return of food trolleys.
  2. The Supplier shall implement and maintain systems such that:
     1. Meals are delivered according to their Scheduled or agreed time; and
     2. Food trolleys are removed from the ward/department immediately after the meal service is completed in the ward/department.

## **Ward Catering Supplies**

* 1. The Supplier shall provide a supply of dry goods to Wards and/or departments to supplement the Catering Service. The nature of the dry goods to be supplied shall be as set out in the Buyers Call-Off Procedure.

## **Beverage Service**

* 1. The Supplier shall provide a comprehensive range of beverages to in-patients and day patients, on no less than seven occasions and three occasions respectively, in any 24-hour period.

## **Chilled Potable Water**

* 1. The Supplier shall propose the method of supplying chilled water. The Supplier shall be solely responsible for the provision of all chilled potable water to each Buyer Premises.
  2. Where mains connected coolers are proposed, the Supplier shall provide a system, whereby the provision, maintenance and sanitation of the chilled cooler and water are contained within the Charges for each Buyer Premises. No further charge shall be levied.
  3. The Supplier shall have the ability to purchase bottled water in large numbers for business continuity purposes and seasonal variations in demand where required. This will be a Pass Through Cost.
  4. During the Mobilisation Period the Supplier shall provide the Buyer with a proposal for the use, disposal or otherwise of any extant non- permanent water coolers located within each Buyer Premises. This shall include the management of the cancellation of any prevailing contracts not supplied by the Supplier.

# Lot 4B Retail and Hospitality Catering Solutions Services

* 1. All elements of Lot 4B Retail and Hospitality Catering Solution Services are deemed to be Core Services unless otherwise stated.

## **General Retail Catering Requirements**

* 1. The Supplier and the Buyer shall jointly review the Retail Catering solution at regular intervals as part of the liaison procedures. The review shall focus on:
     1. Opening hours of each retail catering offering.
     2. The extent and range of choice.
     3. Pricing Controls.
     4. Footfall associated with each retail catering offering.
  2. To ensure that each offering under the Retail Catering solution remains sustainable. The Supplier shall provide the Buyer with sufficient information to inform the discussion and details of any alternative offerings and changes that will allow them to sustain the retail catering solution in accordance with the terms of the Call-Off Procedure.
  3. The Supplier shall operate a pricing policy that is benchmarked to high street and Buyer budgets as evidenced by the Buyer’s requirements.
  4. The Supplier shall provide a complete price and quality benchmarking exercise at Contract commencement and every 6 Months thereafter to validate and support proposed changes to pricing.
  5. The Supplier shall provide options for payment to the Buyer that include cash, debit-card, credit-card, contactless or cashless payment systems.
  6. The Supplier shall ensure that they do not offer any form of credit of deferred payment to customers for the Services.
  7. The Supplier shall offer discounted or preferential pricing for staff using the facility.
  8. The Supplier shall be responsible for the production and provision of all promotional media and menus associated with the Delivery of these Services and shall ensure the Buyer has issued Approval of all designs, formats and content prior to use at Buyer Premises.
  9. The Supplier shall be responsible for the provision of consumables required to deliver the Service. Where the Buyer is not responsible for the provision of food production equipment, fixtures and fittings, the Supplier shall be responsible for the supply of this equipment and shall issue proposals and costs to the Buyer, which shall include any investment to be made by the Supplier, for prior Approval. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.

## **Service CA2 - Full-Service Restaurant**

* 1. The Supplier shall provide:
     1. A Full-Service Restaurant provision, that shall feature but not be limited to a range of freshly prepared meals, snacks and beverages with seating areas. The required range shall be set out in the buyers Call-Off Procedure and reviewed periodically.
     2. Preparation and service of all meals for staff and visitors in the restaurant facilities and ensuring that such meals meet the requirements with respect to appearance, temperature, timeliness, taste and texture in accordance with NHS National Standards for Healthcare Food and Drink.
     3. A choice of meals in the restaurant including full hot and cold meals, plant-based and healthy options, and a range of snack/takeaway options that meets the Buyer’s requirements, maximises utilisation and spend and is commensurate with the operational and physical design of the facility.
     4. A daily menu that offers choice and quality and is agreed with the Buyer. Samples of menus will be provided within the Supplier’s Tender when requested by the Buyer in the Call-Off Procedure.
     5. A seasonal menu plan which meets changing consumer demands and thus maximises sales and levels of utilisation while meeting NHS National Standards for Healthcare Food and Drink.
  2. The Supplier’s main restaurant shall be staffed in accordance with the minimum hours set out in the Buyers Call-Off Procedure or as agreed otherwise between the parties during the periodic review. The Supplier may extend the opening hours of restaurant / cafeteria facilities to provide additional Services at its own cost.
  3. The Supplier shall ensure all tables shall be cleaned within [5 minutes] after use and made available for the next customer.
  4. The Supplier shall ensure the service of, and payment for, meals and beverages in the restaurant by all restaurant users shall take place quickly and efficiently, during busy periods this should be completed within [5 minutes] of customers joining the queue.
  5. The Supplier shall provide nutritional information for all Service offerings as part of any menu displays or cards.
  6. The Supplier shall ensure chilled temperature water and suitable receptacles are available free of charge at all times within the restaurant/cafeteria facilities.
  7. Portion sizes shall be agreed in writing between the Supplier and Buyer at the outset and monitored at regular intervals to ensure that significant plate food waste is not an unintended consequence of larger portion sizes.

## **Service CA3- Deli / Coffee Bar**

* 1. The Supplier shall provide a counter Service offering with a mix of ready-made grab and go items and made to Order choices. This can be served from a fixed counter or mobile cart.
  2. The Supplier shall provide nutritional information for all Service offerings as part of any menu displays or cards.
  3. The Buyer may opt for hot beverages and a grab and go offer because of higher returns and space configuration, this option shall be made available if required.

## **Service CA4 - 24-hour Catering Services (Food and Beverages)**

* 1. The Supplier shall provide a 24-hour Service based around vending or similar solutions that will include hot and cold drinks, sweets and snacks, fresh fruit and pre-packed food items, that complements the rest of the Retail Catering Service.
  2. The Supplier shall provide:
     1. Continuous service where specified by the Buyer in the Call-Off Procedure primarily or where a Catering Service is unviable;
     2. A 24-hour Catering service that caters for patients, staff and visitors;
     3. A 24-hour Service based around vending or similar solutions that will include hot and cold drinks, sweets and snacks, fresh fruit and pre-packed food items; and
     4. The 24-hour Service shall meet healthy eating, sustainability and provenance guidelines.
  3. The Supplier shall be responsible for procuring, installing, commissioning, testing, maintaining, and cleaning vending machines and/or alternative equipment according to manufacturer’s instructions and for any other ancillary equipment required, for meeting the out-of-hours Services.
  4. The Supplier shall agree the ingredients lists of vended goods with the Buyer’s Representative.
  5. The Supplier shall ensure that the pricing policy is benchmarked to high street and the Buyer’s budgets.
  6. The Supplier shall ensure that vending machines are replenished with appropriate items, including hot and cold beverages, confectionery and cold snacks. The date label is to be checked and removed as required. Storage conditions shall be appropriate to the product.
  7. The Supplier shall ensure that the 24-hour Service meets the requirement of the Buyer's personnel working at Buyer Premises to include but not be limited to site operating hours, late, weekend and lone working shift operations. The service shall be provided at nil subsidy and be part of the catering concession wherever feasible. Further details of these requirements will be provided by the Buyer in the Call-Off Procedure.
  8. The Supplier shall clean and maintain vending machines and ensure that they are operable during operational Working Hours.

## **Service CA5 - Hospitality and Meetings**

* 1. The Supplier shall provide a hospitality Catering Service to the Buyer Premises and during the hours specified in the Buyers Call-Off Procedure to cater for:
     1. Beverage service to meetings;
     2. Working breakfast and lunch service;
     3. Catering for functions; and
     4. Ad hoc requests.
  2. For the avoidance of doubt the hospitality service shall include, where requested:
     1. Hot and or cold beverages;
     2. Transportation of food within the facility;
     3. Crockery, cutlery, all equipment and disposables necessary to fulfil buyer requirements;
     4. Provision of waiting and/or serving staff;
     5. Provision of table linen, napkins etc.;
     6. Preparing and clearing the function; and
     7. Any other reasonable requirement.
  3. The Supplier shall implement and manage an effective booking and charging system for all ad hoc hospitality or meeting catering Services. Costs for this system shall be incorporated into the Hospitality pricing. This shall include as a minimum the following details:
     1. Record of all service requests;
     2. Function type and details;
     3. Contact details of the client; and
     4. Authorised budget code or purchase order.
  4. Staff employed for functions shall be fully inducted, trained in all areas of working in which they shall be involved in, have a Level 1 Food Hygiene Certificate and comply with Health & Safety at Work Act, including but not limited to:
     1. Use of all machines relevant to their work areas;
     2. Handling and usage of cleaning materials;
     3. Personal hygiene and presentation; and
     4. Lifting and handling.
  5. Hospitality menus and price lists shall be made available by the Supplier and agreed with the Buyer on a regular basis.
  6. This Service requirement shall be outside the Charges and shall be dealt with via Call-Off Schedule 25 - Billable Works and Projects for each event / function to include food, labour, profit and Overheads.

## **Service CA6 - Events and Functions**

* 1. The Supplier shall provide an on-demand catering service for events and functions as required.
  2. This Service requirement shall be outside the Charges and shall be dealt with via Call-Off Schedule 25 - Billable Works and Projects for each event / function to include food, labour, profit and Overheads.

## **Service CA7 - Retail Services / Convenience Store**

* 1. The Retail Services / Convenience Store Standards shall apply to this Service.
  2. The Supplier shall provide a self-Service retail outlet that offers predominantly chilled food, beverages, confectionery and non-food items.
  3. The Supplier shall acquire and maintain all necessary operating licences, accreditations and Approvals relating to Delivery of the retail Services and shall bear all associated costs.
  4. The Buyer will not be responsible for the provision of custom for retail service outlets at the Buyer Premises.
  5. The Supplier shall ensure their pricing strategy for retail Services is Delivered in accordance with the following requirements:
  6. The requirement to seek to maximise the take-up of the retail Services;
  7. The requirement to undertake and complete a price and quality benchmarking exercise during the Mobilisation Period and every six (6) Months thereafter to validate the pricing strategy;
  8. The requirement to provide clear pre-purchase pricing information for all retail Services transactions, in a format and style acceptable to the Buyer;
  9. The requirement to provide, maintain and operate till systems for taking payments from retail Services customers; and
  10. Where the Buyer requires Services which involve the sale of alcohol, the Supplier shall be responsible for managing the facilities and acquiring and maintaining all necessary operating licences, permissions, accreditations and Approvals relating to the sale of alcohol on Buyer Premises.
  11. **Service BW1 - Billable Works**

The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works and Projects and Standard SR1 when delivering all Billable Works on behalf of the Buyer.

# Appendix A Legislation, Guidance and ACoP

This Appendix sets out the characteristics of the Deliverables that the supplier will be required to make available to the buyer under this Catering Service Requirement.

| **Lot 4 Catering Services** | |
| --- | --- |
| **General Catering Standards** | |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * Food Hygiene (The Food Safety Act 1990); * Food Hygiene (England) Regulations 2006; * Kitchen Ventilation (The Workplace (Health, Safety and Welfare) Regulations 1992); * Waste Disposal (Building Regulations 2000 pt H – Drainage & Waste Disposal (2002 edition); * Slips and Trips (The Management of Health and Safety at Work Regulations 1999 (Regulation 3); * Gas Safety (Gas Safety (Installation and Use) Regulations 1998); * Fire Safety (Regulatory Reform (Fire Safety) Order 2005); * Personal Hygiene (The Food Safety and Hygiene (England) Regulations 2013); * Refrigeration (F Gas Regulations 2007/2015); * Equipment Maintenance (Provision and Use of Work Equipment Regulations 1998); * Food Safety (Temperature Control) Regulations 1995; * Food Safety Act 1990; * Food Safety (England) Regulations 2005; * Food Safety (Temperature Control) Regulations 1995; * Food labelling legislation; * Hazard Analysis and Critical Control Point (HACCP), Regulation (EC) 852/2004; * Control of Substances Hazardous to Health (CoSHH); * Waste Scotland Regulations (2012) (for all sites within Scotland); * Manual Handling at Work; * The Environment Act 2021; * Health and Safety at Work Act; * Control of Substances Hazardous to Health 2002; * Food Safety Act 1990 (Amended Regulations 2004); * HSG (96) 20 -Management of Food Hygiene & Food Services in the National Health Service; * NHS Code of Practice for the manufacture, distribution and supply of food, ingredients and food related products; * Regulation EC 852/2004 on the hygiene of foodstuffs; * Health Act 2006 Code of Practice for Prevention and Control of Health Care Associated Infections (Department of Health 2006) revised January 2008; * Health and Social Care Act 2008 (Regulated Activities) Regulations 2014; * CQC Guidance for providers on meeting the regulations; * Drinking Water Directive 1998; * National Food Strategy 2020; and * Government Food Strategy 2022; |

# Appendix B Quality Standards

This Appendix sets out the characteristics of the Deliverables that the supplier will be required to make available to the buyer under this Catering Service Requirement.

| **Lot 4 Catering Services** | |
| --- | --- |
| **General Catering Standards** | |
| Legislation, ACoP or similar industry or Government guidelines | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:   * NHS National Standards for Healthcare Food and Drink * All Wales Nutrition and Catering Standards for Food and Fluid Provision for Hospital Inpatients * Food in Hospitals – National Catering and Nutrition Specification for Food and Fluid Provision in Hospitals in Scotland * Nursing Care Standards for Patient Food in Hospital – Northern Ireland * Waste and Resources Action Programme’s (WRAP) Hospitality and Food Service Voluntary Agreement; * Waste and Resources Action Programme’s (WRAP) Menu planning for preventing food waste; * Government Buying Standards; * Responsibility Deal; * Greening Government Commitments; * Food for Life – Catering Mark; * Food Service at Ward Level with Healthcare food and Beverage Service Standards – a guide to ward level services – 2007 * The Hospital Caterers Association (HCA).   Additional Standards in relation to Nutritional Standards include:   * Care Quality Commission (CQC) – Essential Standards of Quality and Safety: Regulation 14: Meeting nutritional and hydration needs * Council of Europe Resolution Food and Nutritional Care in Hospitals (10 key characteristics) * Standards for food, fluid and nutritional care – Scotland * The Nutrition and Hydration Digest, 2nd Edition * Independent Review of NHS Hospital Food 2020   Appendix 1 - Government Buying Standards for food and catering shall be applied to Catering Services. The five broad areas are:   * Sustainable food production; meeting high standards of farming and food processing; * Nutrition, including food procurement, menu development and provision, food preparation and food service; * Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention and good management; * Social and economic value – achieving wider social benefits for the community; and * Quality of service provision. * HCA Service Guides - Retail and Commercial Service Standards – An operational guide to services |
| Sustainability, Nutrition and Procurement | Guidance should be sought from the various trade and governing bodies for the sector including:  Under the Greening Government Commitments, Buyer’s will be open and transparent on the steps they are taking to address procurement of food and Catering Services: including action taken within the context of overarching priorities of value for money and streamlining procurement, to encourage the procurement of food that meets British or equivalent production Standards insofar as possible and to reduce the environmental impacts of food and Catering Services and support a healthy balanced diet.  Catering Procurement will be treated as a separate Project for identifying a standard procedure and aggregating requirements where possible. Where existing catering operations are in place the Government Buying Standard for food and catering shall be applied. The catering Standards will be incorporated into the FM Service Standards once they have been developed.  The Supplier shall be aware of and adhere to the zero-waste events guide produced by Waste and Resources Action Programme (WRAP), inspired by the Olympics. |
| * Food and Beverage Quality Standard | Meal Preparation and Serving   * Hot meals are served to the patient hot. * Care shall be taken over presentation of each meal – the appropriate portion size provided; meals shall be arranged on the plate to look appetizing. * Meals are plated onto clean plates with no residues of grease or previous meals left on them. * Patients are provided with sufficient cutlery to eat their meal and dessert; cutlery shall be clean with no residues of grease or previous meals left on it. * Starter, main course and pudding shall be served separately, and all stages of the meal shall be at the correct temperature upon serving. * Meal condiments and garnishes shall be provided in accordance with the menu. * Supplier Staff shall ensure patients are able to reach their meal. * Used crockery and cutlery from one course shall be removed before the next course is served.   Beverages   * Beverages are provided in clean cups with no residues of grease or previous beverages left on them. * Cold beverages shall be provided at room temperature or chilled as per the request of the individual patients. * Hot beverages shall be provided hot and shall be freshly made as per individual patient request. * Cold beverages shall be offered in accompaniment to meals. Hot beverages shall be offered after the meal. * It is Government policy not to provide bottled water as a method of supplying chilled water at Buyer Properties, and therefore should only be considered by the Supplier where no other system is possible. Where bottled water is to be provided, the Supplier shall provide a cost per bottle prior to order and an indication of expected usage.   Retail Catering   * [The Supplier shall ensure that, as a minimum, a member of the management/supervisory team and/or senior chef is physically present in the serving and dining areas during main meal service periods and at other key times as appropriate.] * Supplier Staff shall be well presented, wear clean and ironed uniforms and name badges in a style approved by the Buyer, have received appropriate training and undertake their duties in a professional, pleasant and attentive manner. * Re-cycle bins shall be regularly checked by the Supplier and refuse shall be removed to the refuse area when full.   Hospitality   * Compliance with Government hospitality policies shall be adhered to at all times. * Pricing shall be via a pass-through arrangement (food, labour & overhead). * The Supplier shall be responsible for the provision of all equipment to perform the Service. * A wide range of finger buffet, cold buffet and hot buffet/dinner Menus shall be available. * Working breakfast, lunch menus and tea/coffee special menus shall be available. * Healthy choices shall be available, for example: * Wholemeal and white sandwiches. * Availability of sweeteners. * A limited quantity of pastry-based dishes. * Half of salads provided must be without dressings or have lower fat dressings. * Availability of fruit and fruit juices. * At least half of the deserts, bakery produce or biscuits on offer to be healthier choice alternatives. * The Supplier shall be responsible for the provision of all equipment to perform the Service.   24-Hour Catering   * The Supplier shall be responsible for ensuring that vending activity complies with Government Buying Solutions guidance. * The Supplier shall be responsible for all maintenance of vending machines located at Buyer Properties. * Cash & card options to be available (as appropriate).   [Retail Services]   * [The Supplier shall be responsible for the provision of a fully stocked retail outlet located within the building or site as availability of accommodation or space allows.] * [The Supplier shall consider product range to help promote access to products low in energy, fat, saturated fat, salt and sugar]. * [Cash & card options to be available (as appropriate) in line with existing card capable systems.] * [The Supplier shall integrate payment methods with building passes where required to do so by the Buyer.] |