

## Service contract - 304010-2013

11/09/2013 S176 Member states - Service contract - Contract notice - Competitive dialogue

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I.II.III.IV.VI.

### United Kingdom-Rotherham: Restaurant and food-serving services

2013/S 176-304010

#### Contract notice

#### Services

Directive 2004/18/EC

#### Section I: Contracting authority

I.1) **Name, addresses and contact point(s)**

The Rotherham NHS Foundation Trust  
Woodside, 120 Moorgate Road  
For the attention of: Susan Grundy  
S60 2TY Rotherham  
UNITED KINGDOM

E-mail: [susan.grundy@rothgen.nhs.uk](mailto:susan.grundy@rothgen.nhs.uk)

**Internet address(es):**

General address of the contracting authority: [www.rotherhamhospital.nhs.uk](http://www.rotherhamhospital.nhs.uk)

**Further information can be obtained from:** The Rotherham NHS Foundation Trust

Internet address: <http://www.rotherhamhospital.nhs.uk/EcoQuipPage.aspx?id=2313>

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:** The above mentioned contact point(s)

**Tenders or requests to participate must be sent to:** The Rotherham NHS Foundation Trust

Internet address: <https://noecpc.bravosolution.co.uk/web/login.shtml>

I.2) **Type of the contracting authority**

Body governed by public law

I.3) **Main activity**

Health

I.4) **Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

#### Section II: Object of the contract

II.1) **Description**

II.1.1) **Title attributed to the contract by the contracting authority:**

People Centred, Low Carbon Catering Solution.

**II.1.2) Type of contract and location of works, place of delivery or of performance**

Services

Service category No 17: Hotel and restaurant services

Main site or location of works, place of delivery or of performance: Rotherham.

NUTS code UKE31

**II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)****II.1.4) Information on framework agreement****II.1.5) Short description of the contract or purchase(s)**

Further to the Prior Information Notice issued 6.12.2012 (2012/S 238-392419), and the Market Consultation exercise which followed in January 2013 (information available at

<http://www.rotherhamhospital.nhs.uk/EcoQuipPage.aspx?id=2313>), The

Rotherham NHS Foundation Trust is now looking for Expressions of Interest to enable a People-Centred, Low Carbon Healthcare Catering Solution for the NHS. It is expected the new contract will be operational at some point through 2014. Since the previous contract was agreed in 1999, much has changed in terms of health care provision, patient, visitor and staff expectations and the Trusts environmental and carbon reduction requirements.

For example, today patient mealtimes and nutrition is seen as an integral part of patient care with nursing staff, therefore, needing to be involved with the whole meals service and be able to assess and record patients' dietary intake accurately.

Similarly, new and emerging catering service models and innovative technologies have the potential to offer benefits in terms of patient outcomes, efficiency, quality, sustainability and carbon reduction.

The Trust needs to reflect these changes and the new catering contract will need to deliver a modern, people-centred, low-carbon catering service. The Trust is, therefore, using this opportunity to fundamentally re-think its catering requirements and explore alternative delivery models. The purchase cost of catering goods and services is only a small proportion of their operational and ownership costs. It also does not reflect the value in terms of benefits derived over the life of the contract. These benefits include, for example, patients dietary requirements being met, thereby, supporting recovery and well-being. Best value is the optimum combination of whole-life cost and quality to meet the Trust's requirements. This contract will be awarded on the basis of best value, now lowest price.

To this end, the Trust has consulted with internal stakeholders and consumer organisations to determine what staff, patients and visitors need and has developed an outcome-based requirement (see below) in which we aim to capture the key outcomes the Trust requires from a modern and progressive catering service. As part of the Trusts involvement in EcoQUIP, prospective suppliers will be invited to propose innovative and emerging products or technologies that will support the delivery of the required outcomes, for example, innovative meal ordering and nutrition management, ultra-low carbon equipment and in demonstrating innovative, people-centred, integrated, low-carbon approaches.

Outcome based requirements:

The Trust wishes to procure a catering service for:

- Patients;
- Staff, both from a clinical perspective and as consumers, and;
- Visitors

That is people-centred, environmentally sustainable and low-carbon and demonstrates cost competitiveness through whole-life cost savings.

#### 1. People-centred

Patient nutrition and care.

The patient catering provision is an essential and important part of the Trust care delivery framework. The Trust requires an innovate, integrated solution for the provision of high-quality, patient appropriate meals that are enjoyable, attractive, support patient recovery and is delivered as an integral part of the nursing care.

Key outcomes.

The Trust requires an integrated catering service that:

- Demonstrates a step-change in both patient mealtime experience and nutritional care.
- Facilitates patient recovery.
- Enables involvement of nursing staff in meal provision and accurate assessment and recording of a patients daily dietary intake.
- Delivers the right meal and nutrition to patients when required.
- Is flexible and versatile – for example meeting the diversity of dietetic, ethnic and cultural requirements, being available when needed outside core 'meal times'.
- Provides mechanisms for a constructive interface with clinical and nursing staff and for monitoring performance and progressive service development.

#### 2. Staff meals.

The Trust needs to ensure that staff have access to nutritious, high quality, enjoyable and affordable food and drinks, available and delivered in a way convenient for staff and in tune with meal breaks and shift patterns and providing, when required, a retreat from the patient environment.

#### 3. Visitors.

The Trusts wishes to provide affordable and accessible food and drinks in a relaxed and social setting that meets the needs of different types of visitors to the hospital.

#### 2. Environmentally sustainable, low-to-zero carbon catering.

The Trust has high environmental standards and is attuned to the rising costs of energy and carbon.

The Trust requires the following outcomes :

- 1) A demonstrably low-carbon catering provision with progressive carbon reductions over the life of the contract in both the on-site catering provision and the wider supply chain ie. embedded carbon.
- 2) Reduction in food plate and food preparation waste.
- 3) A step-change in the environmental sustainability and carbon intensity of catering services.

The Trust is a signatory to the joint public-private low-carbon procurement compact 'Towards zero carbon catering' (see:

<http://www.cpsl.cam.ac.uk/Business-Platforms/The-Prince-of-Wales-Corporate-Leaders-Group-on-Climate-Change/UK-Procurement.aspx>). By signing this compact the Trust has joined with other customers to state their commitment to procuring ever lower-carbon solutions to meet our requirements, and to incorporate procurement standards that will enable the Trust to move towards

zero carbon catering over the next 5 years.

The Rotherham NHS Foundation Trust has a progressive approach to procurement and working with the Department of Health (DH) and Department for Business, Innovation and Skills, (BIS) is an active participant in a number of initiatives at a national and European level notably:

— Down to Zero. The Trust is a signatory to the joint BIS / UK Corporate Leaders Group on Climate Change Low Carbon Procurement Compact 'Towards Zero Carbon Catering',

— <http://www.cpsl.cam.ac.uk/Business-Platforms/The-Prince-of-Wales-Corporate-Leaders-Group-on-Climate-Change/UK-Procurement.aspx>.

— LCB-HEALTHCARE Procuring better building solutions. See the LCB-H website for the TRFT Pilot Project.

— <http://lowcarbon-healthcare.eu/>

— EcoQUIP Delivering Efficiency, Quality and Sustainability through Innovation procurement

#### II.1.6) **Common procurement vocabulary (CPV)**

55300000, 55510000, 55321000, 55330000, 55400000, 55900000, 55520000, 55500000, 55512000, 55320000, 55322000

#### II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA):  
yes

#### II.1.8) **Lots**

#### II.1.9) **Information about variants**

Variants will be accepted: yes

#### II.2) **Quantity or scope of the contract**

##### II.2.1) **Total quantity or scope:**

Estimated value excluding VAT: 0 GBP

##### II.2.2) **Information about options**

##### II.2.3) **Information about renewals**

#### II.3) **Duration of the contract or time limit for completion**

### **Section III: Legal, economic, financial and technical information**

#### III.1) **Conditions relating to the contract**

##### III.1.1) **Deposits and guarantees required:**

Guarantees or bonds may be required depending on the contractual relationship finally agreed.

##### III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**

If required, as set out in the tender documents.

##### III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**

Joint and several liability.

##### III.1.4) **Other particular conditions**

#### III.2) **Conditions for participation**

##### III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

Information and formalities necessary for evaluating if the requirements are met:  
Please see the PQQ for further details.

**III.2.2) Economic and financial ability**

Information and formalities necessary for evaluating if the requirements are met:  
Please see the PQQ for further details.

**III.2.3) Technical capacity**

Information and formalities necessary for evaluating if the requirements are met:  
Please see the PQQ for further details.

**III.2.4) Information about reserved contracts**

**III.3) Conditions specific to services contracts**

**III.3.1) Information about a particular profession**

Execution of the service is reserved to a particular profession: no

**III.3.2) Staff responsible for the execution of the service**

**Section IV: Procedure**

**IV.1) Type of procedure**

**IV.1.1) Type of procedure**

competitive dialogue

**IV.1.2) Limitations on the number of operators who will be invited to tender or to participate**

Envisaged minimum number 3: and maximum number 5

Objective criteria for choosing the limited number of candidates: Please see PQQ for further details.

**IV.1.3) Reduction of the number of operators during the negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated yes

**IV.2) Award criteria**

**IV.2.1) Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

**IV.2.2) Information about electronic auction**

**IV.3) Administrative information**

**IV.3.1) File reference number attributed by the contracting authority:**

Project\_992

**IV.3.2) Previous publication(s) concerning the same contract**

**IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document**

**IV.3.4) Time limit for receipt of tenders or requests to participate**

7.10.2013 - 18:00

**IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates**

**IV.3.6) Language(s) in which tenders or requests to participate may be drawn up**  
English.

**IV.3.7) Minimum time frame during which the tenderer must maintain the tender**

## IV.3.8) Conditions for opening of tenders

### **Section VI: Complementary information**

#### VI.1) Information about recurrence

#### VI.2) Information about European Union funds

#### VI.3) Additional information

Instructions How to Express Interest in this Tender~:

1. Register your company on the eSourcing portal (once)

— Browse to the eSourcing Portal:

<https://noecpc.bravosolution.co.uk/web/login.shtml> and click the link to register

— Accept the terms and conditions and click 'continue',

— Enter your correct details,

— Note the username you chose and click 'Save' when complete,

— You will shortly receive an email with your unique password (keep secure).

Once registered, please follow the steps to import your sid4health profile, the instructions to do so are in the 'Supplier Import guide' once logged in. You will then be able to express interest in the tender exercise that is of interest to you

2. Express an Interest in the tender

— Login to the portal with the username/password

— Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires/ Invitations to Tender open to any registered supplier)

— Click on the relevant PQQ/ ITT to access the content.

— Click the 'Express Interest' button at the top of the page.

— This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (This is a secure area reserved for your projects only)

— You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box

3. Responding to the tender

— Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining)

— You can now use the 'Messages' function to communicate with the buyer and seek any clarification

— Note the deadline for completion, then follow the onscreen instructions to complete the PQQ/ ITT

— There may be a mixture of online and offline actions for you to perform (there is detailed online help available) You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance please consult the online help or contact the eTendering help desk at +44 8003684580 or [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk)

#### VI.4) Procedures for appeal

##### VI.4.1) Body responsible for appeal procedures

##### VI.4.2) Lodging of appeals

##### VI.4.3) Service from which information about the lodging of appeals may be obtained

#### VI.5) Date of dispatch of this notice:

6.9.2013

