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**Invitation To Tender Quality Questions**

**v2c25039 – provision of catering services**

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# Section G – Community Benefits

Please note: **All Tenderers are required to answer this question.**

**Section G is Weighted as per ITT.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Question No.** | **Description of Question** | **Answer** | |
| **Yes** | **No** |
| **G – 1.**  **Pass/Fail** | **Community Benefits Commitment**  Valleys to Coast is committed to supporting the social, economic and environmental well-being of the local community. As such, the inclusion and delivery of Community Benefits is considered a core requirement of any contract award.  Do you confirm that your organisation shall actively deliver community benefits in accordance with **Appendix 2.1 – Community Benefits Menu,** and accept that delivery will be monitored as part of ongoing contract management?  Please tick to self-certify:  **Note**: Bidders who answer ‘No’ will be disqualified at this stage of the evaluation. |  |  |
| **G – 2.**  5% of Total Tender Evaluation | **Community Benefits Menu**  Please describe the specific Community Benefits your organisation proposes to deliver over the life of the contract, within **Appendix 2.1 – Community Benefits Menu**.  Your response should:   * Identify the benefits to be delivered. * Quantify expected outcomes where possible (e.g. number of apprenticeships, hours of volunteering, social value created). * Indicate delivery timeframes and any local partnerships or resources involved.   This response will be evaluated and scored in accordance with the scoring methodology outlined in the ITT. | | |
| **Please tick to confirm you have included a completed Appendix 2.1 - Community Benefits Menu.** |  | |

# Section H – Previous Contract Experience

Please note: **All Tenderers are required to answer this question.**

**Section H is Weighted as per ITT.**

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| **Description of Question** |
|
| **Previous Contract Experience**  Please provide examples of three similar contracts, that you have carried out for three different organisations in the last five years. Private sector examples may also be considered where relevant.  If your organisation is newly established and unable to provide three completed contracts from different clients, you may instead submit examples of current or ongoing contracts that demonstrate your capacity and capability to deliver the required services.  Your response will be assessed on:   * Relevance and similarity to the services set out in this tender. * Demonstrated quality of service delivery. * Evidence of collaboration with the client organisation. * Contract outcomes and any lessons learned.   Each example will be evaluated and scored individually in accordance with the scoring methodology outlined in the ITT.  **Note:** Examples that are not relevant to the scope of this procurement, or lack sufficient detail, may receive low scores. |

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| **Question No.** | **Question** | | **Answer** | | |
| **Previous Contract Experience Example One** | | | | | |
| **H – 1**  5.00% of Total Tender Evaluation | **Project Name:** | |  | | |
| **Client Name:** | |  | | |
| **Type of Goods/Service:** | |  | | |
| **Client Address:** | |  | | |
| **Client Contact:** | |  | | |
| **Client Email:** | |  | | |
| Description of Contract **(Maximum 300 words)**: | | | | |
| **Contract Period:** |  | | **Contract Value:** |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question No.** | **Question** | | **Answer** | | |
| **Previous Contract Experience Example Two** | | | | | |
| **H – 2**  5.00% of Total Tender Evaluation | **Project Name:** | |  | | |
| **Client Name:** | |  | | |
| **Type of Goods/Service** | |  | | |
| **Client Address:** | |  | | |
| **Client Contact:** | |  | | |
| **Client Email:** | |  | | |
| Description of Contract **(Maximum 300 words)**: | | | | |
| **Contract Period:** |  | | **Contract Value:** |  |

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| **Question No.** | **Question** | | **Answer** | | |
| **Previous Contract Experience Example Three** | | | | | |
| **H – 3**  5.00% of Total Tender Evaluation | **Project Name:** | |  | | |
| **Client Name:** | |  | | |
| **Type of Goods/Service:** | |  | | |
| **Client Address:** | |  | | |
| **Client Contact:** | |  | | |
| **Client Email:** | |  | | |
| Description of Contract **(Maximum 300 words)**: | | | | |
| **Contract Period:** |  | | **Contract Value:** |  |

# Section I – Contract Delivery

Please note: **All Tenderers are required to answer this question.**

**Section J is Weighted as per ITT.**

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| --- | --- |
| **Question No.** | **Description of Question** |
|
| **I – 1.**  5.00% of Total Tender Evaluation | **Contract Delivery**  Please provide an overview of how your organisation will deliver the services required under this contract, including:   * A summary of your organisation, your relevant experience, and your base of operations. * A proposed programme of works, showing key workstreams, stages, and indicative timeframes for delivery. * Your proposed delivery team structure and resourcing plan, including subcontractors if relevant. * How you will ensure timely and high-quality delivery of the contract outcomes. * Your approach to partnership working with Valleys to Coast, including communication, performance monitoring, and responsiveness to tenant needs. * How you will manage food preparation and service within existing kitchen facilities * How will you tailor your catering service to meet the diverse needs of residents, including those with specific dietary requirements, cultural preferences and medical conditions. * What steps will you take to engage residents in menu planning and feedback   **(Maximum 600 words)** |
| **Response:** |
| **I – 2.**  5.00% of Total Tender Evaluation | **Quality Assurance, Continuous Improvement and Added Value**  Please describe your approach to quality assurance and continuous improvement in the delivery of catering services at Llys Ton. In your response, include:   * The systems and processes you will use to monitor service quality and resident satisfaction * How you will identify and implement improvements throughout the contract term * How you will engage with residents, staff, and stakeholders to gather feedback and drive service enhancements * Any added value you can offer beyond the core requirements of the contract   **(Maximum 600 words)** |
| **Response:** |

# Section J – Nutrition and Food Safety

Please note: **All Tenderers are required to answer this question.**

**Section J is Weighted as per ITT.**

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| --- | --- |
| **Question No.** | **Description of Question** |
|
| **J – 1.**  5.00% of Total Tender Evaluation | Please describe your approach to ensuring high standards of nutrition and food safely in the delivery of catering services at Llys Ton. Your response is to include:   * How you will design menus that meet the nutritional requirements or residents, including those with specific dietary requirements or medical conditions * How you will ensure compliance with food safety legislation and hygiene within Llys Ton’s kitchen * Staff training and qualifications related to nutrition and food safety * How you will monitor and continuously improve food safety and nutritional quality   **(Maximum 600 words)** |
| **Response:** |

# Section K – Sustainability and Local Sourcing

Please note: **All Tenderers are required to answer this question.**

**Section K is Weighted as per ITT.**

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| **Question No.** | **Description of Question** |
|
| **K – 1.**  5% of Total Tender Evaluation | Please describe your approach to sustainability and local sourcing in the delivery of catering services at Llys Ton. Your response is to include:   * How you will minimise food waste and packaging on site * Your strategy for sourcing ingredients locally and seasonally * How you will reduce the environmental impact of food transportation and storage * Any accreditations or initiatives that support your sustainability goals   **(Maximum 600 words)** |
| **Response:** |

# Section L – Mobilisation and Transition

Please note: **All Tenderers are required to answer this question.**

**Section L is Weighted as per ITT.**

|  |  |
| --- | --- |
| **Question No.** | **Description of Question** |
|
| **L – 1.**  5% of Total Tender Evaluation | Please describe your approach to mobilising and transitioning the catering service at Llys Ton. In your response include:   * Describe your mobilisation plan, including how you will prepare the kitchen, train staff and communicate with V2C and the residents * How will you ensure a smooth transition and ensure minimal disruption?   **(Maximum 400 words)** |
| **Response:** |