

Specification

V2C25039 – PROVISION OF CATERING SERVICING

Return Deadline:

29th September 2025 – 12:00 (Noon)

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1 Key Contract Requirements

V2C requires services from a contractor that replicates its ethos of service and quality provision, as well as an expected professionalism. The following key contract requirements, although not exhaustive, need to be considered and addressed as part of the tender response:

- Consistency of offer in relation to quality must be well managed to ensure that residents can feel confident they will receive quality and value for money at all times.
- Consistency of product availability is a key area where frustrations occur when products run out during a service period. It is important therefore that menu availability is maintained.
- Residential customer feedback is essential – Contractors are to demonstrate a proactive approach to customer feedback.
- Contractors will need to be able to demonstrate compliance with key legal and ethical requirements, so should provide evidence of how they comply with the Bribery Act 2010, the Modern Slavery Act 2015, Health and Safety legislation and all current and future legislation related to the protection of personal data. All prices quoted by Contractors shall be deemed to allow for this compliance, both now and in the future.

2 Service Details

The Catering Contractor is to provide lunch only (between 12:00 hrs and 14:00 hrs – without exception) which consists of a 2-course hot meal produced and served on site. This is provided 7 days a week for 365 days a year. This is to include a takeaway option should residents not be able to eat at the restaurant.

The residents are also provided with tea, coffee or squash with their meal.

For breakfast and evening meal, the residents are self sufficient.

An example of the current menu is attached in **Appendix 8**.

All food must be freshly prepared, with minimal reliance on pre-prepared or convenience products.

The contractor must ensure that vegan and vegetarian options are consistently available, and that they are fully equipped to accommodate food intolerances and allergies.

Calorie and ingredient information for each meal option must be clearly displayed to support residents in making informed and healthy dietary choices.

Menus will need to be available in both English and Welsh.

Concerns related to customer care must be reported to care staff. However, it is the responsibility of the catering staff to notify V2C directly of any changes to catering arrangements, rather than informing the care staff. All updates must be sent via email to V2C using the following address: communitylivingteam@v2c.org.uk

3 Cleaning Requirements

The Contractor will be responsible for cleaning all catering area, including both front-of-house and back-of-house spaces. A site plan will be provided, clearly highlighting the specific areas assigned to the Contractor.

This will include rubbish clearance, washing of dining tables and chairs and spillages in the restaurant dining areas during lunch opening times. These areas are to be cleaned thoroughly and this must include daily, weekly and monthly checks to ensure compliance with current UK food safety legislation.

The setting up, assisted service and clearing down of the dining room, including laying of tables, is the contractor's responsibility.

V2C's cleaning contractor will be responsible for the cleaning of front of house floors beyond the servery area and deep cleaning of the tables and chairs. A periodic deep clean will also be the responsibility of V2C and will take place twice per year.

4 Sustainable and Ethical

Whilst the focus is on quality and value for money the Contractor must also offer a balance of ethical and sustainable catering.

Examples of such initiatives are:

- Food should be seasonal and local, with all food being produced at Llys Ton and the supply of fresh ingredients being within 50 miles of Bridgend.
- Fairtrade/Rainforest Alliance and other 'ethical' products should be included – coffee, tea, chocolate, fruit and ethical water where deemed appropriate and not adverse to quality.
- Reduce energy and water consumption – turning off gas, electricity and water when not being used.

5 Food Safety and Allergens

All food and drink must be prepared and served in a food safe environment and staff must be trained commensurate with their work activity.

The Contractor must introduce safe systems of work and operate clear and robust food safety and allergen policies with documented processes and procedures, keeping relevant records for relevant inspection. All policies and procedures must exceed minimum UK legal requirements. Maintaining the awarded 5 star food safety certification is a contractual requirement.

6 Signage and Branding

The environment is not conducive to signage and branding but any customer messages must be clear, positive and appropriate. Prior consent to publish any communication must be sought before doing so.

7 Kitchen and Catering Equipment

There is a modern, fully equipped production kitchen and back of house storage area. All catering equipment is the property of V2C and will remain in their ownership throughout the contract duration and thereafter.

8 Labour Details

TUPE will apply as detailed in **Appendix 6**.

Normal TUPE protections and provisions will be included in the contract with the successful Contractor.

As an employer, V2C require fair and reasonable employment terms from its Contractor. As well as complying with TUPE as a minimum requirement, V2C is interested in enhancements and employment benefits offered. Full consultation with V2C is required if the Contractor wishes to make substantial changes to the terms and conditions of employment and/or restructuring of the catering staff within the first year of the contract term.