



Date 28 February 2022

Dear Catering Provider

You are invited to tender for the provision of a range of catering services to the CATCH facility as described below.

The service must meet the needs of staff, apprentices, tenants on site and the requirements of our customers visiting for events and training courses. A specification is attached outlining the details.

Your tender should include the following:

- A description of your organisation, experience and capability
- Typical priced menu options
- Arrangements to satisfy the needs of allergy sufferers
- Proposed operating and staffing arrangements
- Evidence of systems and procedures used to comply with all relevant hygiene requirements
- Your vision and ideas to improve catering provision at CATCH as site utilisation grows
- Advise your green credentials and how you are reducing your carbon footprint

Please submit your proposal to the contact nominated below in accordance with the indicated timetable. Responses will be evaluated by a panel representing CATCH and each of the resident training providers.

Event	Date
Tenderers' Questions Period	To 14 March 2022
Tender Deadline	By 25 March 2022
Clarification / Evaluation	Completed by 6 April 2022
Response to Tenderers	During week commencing 8 April 2022
Anticipated Start Date for New Arrangements	1 June 2022

Nominated contact

Name: Paul Snowden
Position: Head of Operations
CATCH
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Stallingborough
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DN41 8TH
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Enclosed:

1. Site Information and an estimate of numbers
2. Catering Specification

1. Site Information

CATCH is a safe, realistic, industrial environment combining process plants, workshops and outside areas with classrooms, meeting rooms and conference facilities. Run by an experienced team in accordance with best-practice rules and procedures, the site provides full-scale plant and equipment for training and competence assessment at all levels - from apprenticeships to workforce development. As a not-for-profit, industry-led organisation we serve the processing, manufacturing and energy industries together with their associated contractors. We deliver specialist services and work in partnership with the best providers – chosen by our customers – to deliver authentic training solutions that make a real difference.

For more background information, visit our website at www.catchuk.org

There are currently 3 resident apprentice training providers – HETA, North Lindsey College, Reynolds Training – based in the secure, operational area. Together, they are training approx. 115 apprentices on site with at present a combined staff of around 30. The apprentices and some staff need to be able to buy food 'over the counter' but others will bring their own packed lunch. In August 2022, North Lindsey College will leave site and will be replaced by a new CATCH apprenticeship which we anticipate will be in similar numbers so there should be no reduction in numbers. However the number of apprentices is forecast to grow over the next few years and the site capacity could be up to 200. Some of the apprentices have requested a healthy option consisting of a salad bar with various meats/cheeses and pay depending on the size of the salad; fruit; vegan and vegetarian options plus the standard burger and chips etc.

Reynolds Training Services, also have adult courses running in the Technical Training Centre (TTC) and run a number of short courses for adults and they have requested that their lunch time provision would be served outside of their rooms or in the kitchen based on the first floor in the TTC. They have courses running for several days with the same delegates and would like to see increased variety over a two week period consisting of hot and cold options, i.e. buffets with hot potatoes served separately, salad boxes including fruit; soup and sandwiches or a hot meal of the day, plus a vegan or vegetarian option.

Roxby Training are also based in the TTC and currently have takeaway grab bags consisting of a sandwich, drink, crisps and sausage roll or similar and again currently have these in their rooms. Depending on the provision provided they may decide to return to eating in the canteen.

Safety & Access would like to use the canteen facilities and their delegates often have a breakfast option served between 10:15 and 10:30. They would like to see a hot meal of the day for lunch times or snacks, i.e. baked potatoes, paninis, pasties and are based in the TTC.

Maersk Training are similar to Safety & Access and usually eat in the canteen.

There are CATCH staff based in the TTC and one other provider DTK Frigo who sometimes eat in the canteen.

Timing is key for all providers as delegates tend to only have 30 mins for their lunch time break.

CATCH Skills are usually based in the Hughes building but sometimes hold courses in the Conference Centre. Short course activity varies, with delegates on some courses wishing to buy good 'over the counter' like the apprentices. Other courses require food delivered to their room in individual take away bags either in the Hughes building or the Conference Centre. There are two sizes of takeaways, i.e. with 4 items or 6 and priced accordingly. This part of the business is, by its very nature, variable and difficult to predict but is forecast to grow steadily. Their lunch time meal is either served in the canteen or outside of their rooms.

Currently the majority of the delegates pre order their menu choices but alternatively would like the option to visit the canteen and choose from a snack menu or the hot meal of the day. Some of the courses, ask the delegates to eat in the canteen.

Room hire bookings for CATCH – a basic buffet is offered to the majority of bookings but there is also the option of an executive buffet for management meetings and alternatively individual take away bags. Quality, competitive pricing and presentation is essential. Some meetings require breakfast rolls to be supplied for the start of a morning session, i.e. bacon, sausage or egg rolls or Danish pastries. Room hire meetings are usually in the Conference Centre but could occasionally be held in other buildings. We would like to include the set up and clearing away of food in the price structure. CATCH normally provides banqueting roll and orange juice but we are open to all options. There is a large kitchen on the first floor of the Conference Centre with a fridge and dishwasher available but it is not designed for the cooking of food.

There is a purpose built canteen which seats up to 70 people and it has a small extension which seats 30. As we have apprentices on site and due to Safeguarding we need to look at how we segregate adult learners and apprentices, potentially using the extension.

Typically, at present the number of orders varies but we have an average of 60 delegates per day but some days it could increase to 100. There are also approx. 50 members of staff from CATCH and the tenants on site who may choose to use the canteen but is not guaranteed.

2. Catering Requirements at CATCH – Combined Input from Training Providers

The catering providers must consider how to efficiently serve apprentices on a rota system defined by CATCH (within the overall times specified) as well as delegates from short courses.

There must be an adequate quantity and range of food available every day for the short courses for industry or a simple and reliable arrangement for direct orders to be placed by the training providers

Hygiene standards and tidiness must be maintained in all areas

Canteen serving times

Morning break 09:30 – 11:00 (Breakfast rolls – pre ordered from 08:00)
Lunch break 11:15– 13:30
Afternoon break 13:45 –14.30

16:30 – 17:30 for courses or Open Evenings by arrangement only

Apprentice break times

North Lindsey College

Morning break 09:30 – 09:45
Lunch break 11:15 – 11:45
Afternoon break 13:45 – 14:00

HETA

09:45 – 10:00
11:45 – 12:15
14:00 – 14:15

Hot Food

- Cooked breakfast, bacon/sausage buns
- Snack menu – consisting of jacket potatoes, pies, soup, panini's, toasties, pasties, sausage rolls
- Pasta pots, curry pots, pot noodles, microwavable meals
- A range of cooked meals with a hot meal of the day– e.g. curry and rice – perhaps with a regular weekly pattern
- Plus a vegan or vegetarian option
- Consider special boards
- Fast food, e.g. burgers, chips etc.

Other Food

- Salad bar, with various meat, fish or cheese options and priced according to size of salad box
- Cold breakfast options, yogurts, granola or cereal bars
- Sandwiches (baguettes, wraps/buns)
- Assorted cakes
- Crisps biscuits, fruit, nuts, confectionary and chocolate

Drinks

- Tea & coffee
- Hot chocolate & milk
- Still & carbonated drinks (including water)
- Fruit juice.

Acceptable Price Range and Examples

- Reasonable prices, depending on product, quality & size
- For apprentices, the cheaper the better – £2 to £3 an item, such as a sandwich.

- Maybe a 'meal deal' could be offered for certain items for apprentices on a budget, e.g., £2.50 for a sandwich, crisps and a drink?
- Starting at approx.
- £5 / head for a simple buffet with a range of menu options for courses and events

Notes:

As a site we are looking at recycling as much as possible and would like to look at cardboard recyclable options for individual salad boxes or take out boxes.

All staff will have to be DBS checked and have an awareness of Prevent.

Some catering requirements will be prebooked but the majority of staff would like to be able to walk in and order. Although trainers have an indication of break times there may be occasions when a natural break in the delivery of learning may mean that these times may vary.

A daily snack menu in the canteen would be required and we would ask for a periodic refresh of options for buffets.

Cleaning of the kitchen area and equipment used is the responsibility of the provider. The seating area is cleaned by CATCH staff.

A list of equipment owned by CATCH and installed in the kitchen is attached as an appendix.

Currently we charge a rent of £620 plus utilities of approx. £310 a month. Could you please come back with ideas for the operation; proposed business model including staffing arrangements; experience of special dietary requirements; confirmation of insurance and hygiene regulations.