

SPECIFICATION FOR FOOD AND CATERING CONTRACT

PROCUREMENT REFERENCE NO. 13227

FOR THE PROVISION OF: -

Lot 1 - Fresh Meat, Offal, Poultry and Fish

Lot 2 - Ambient Dry and Chilled Foods

Lot 3 - Frozen Foods

Lot 4 - Dairy and Fresh Bakery Products

Lot 5 - Fresh Fruit and Vegetables

Lot 6 - Disposable Non Food Items

I. PURPOSE OF SPECIFICATION

The aim of this Scope of Services is to provide a high quality range of goods (appropriate to the relevant Lot) to Maintained, Trust and Foundation Schools, Academies, the City's Community Meals Service, residential homes and other like Council administered buildings within the City of Plymouth in a reasonable time scale at best price.

As a City, prospective contractors should understand that the culture and diversity of the population is changing significantly and suppliers need to be aware and work with the Education Catering Service and the Council to ensure that the needs of all citizens can be met and the provision of goods and services are fully inclusive.

In respect of educational establishments, prospective contractors should be aware of the changes to food provision across the educational landscape and are advised to familiarise themselves with the national School Food Plan (www.schoolfoodplan.com) in respect of forthcoming actions and activities that may have a direct impact on the delivery of these Lots and contract.

In particular, but not alone, prospective contractors should be aware that there is likely to be a significant increase in meals served and pupil take up from September 2014 due to the introduction of Universal Infants Free School Meals (UFSM) to all Key Stage one pupils (pupils aged 5-7).

The major objective of this contract is to ensure the on time delivery of the correct quality and quantity of products to the correct location to ensure the delivery of freshly prepared, seasonal ingredients and meals which meet the mandatory food and nutritional standards to children and young people across the City and which, in turn, increases meal up take and improves their health and well-being, long-term prospects and learning experience and opportunities supporting families across the City.

Through provision of meals to older citizens these Lots and contract will support people to maintain their independence, remaining in their own homes and minimise other potential care costs.

2. ROLES

The roles are:

- (a) The Supplier shall source, provide and transport to each named site the specified range of goods (appropriate to the relevant Lot) demanded by the individual unit manager within the constraints of the authorised Core List and ensure that all goods received are fit for intended purpose and

comply with all statutory instruments and appropriate Food Safety Legislation as determined by law and governed by The General Food Law Regulation (EC) 178/2002 as published by the Food Standards Agency and subsequent amendments on their website.

- (b) The Supplier shall provide the Core List items when orders are placed. Where this is not achievable the Supplier shall contact the Council immediately to advise and agree an acceptable alternative which will be provided at the same or lesser price than the core list item that is not available.
- The Supplier shall administer and deal with refunds, credit notes and complaints associated with the delivery of this contract within seven working days.
 - The Supplier shall ensure that all items are delivered to site packaged in a safe and efficient manner and within the time frames as detailed on the site lists/delivery schedule included on the facility on www.devontenders.gov.uk. It is essential that the safe receipt of ordered items are confirmed by obtaining the signature of the unit manager/nominated person on the delivery note.
 - ***Failure to obtain the correct signature on the delivery note at time of delivery could result in orders not confirmed as being received and non-payment of the related order***
- (c) The Council will undertake to order goods in a due and timely manner and will provide staff to receive, check and store such goods on the due delivery dates within the time frames as detailed on the site lists/delivery schedule

3. KEY ASPECTS OF PERFORMANCE

The key aspects of good performance are:-

- (a) Failure to deliver to agreed contracted requirements results in PCC failing in its obligation to provide high quality meals to the City's Maintained, Trust and Foundation Schools, Academies, in line with the mandatory Food and Nutrient Standards for School Lunches and for Food Other Than School Lunches and for Community Meals Service and residential units the National Association of Care Catering nutritional guidelines and any amendments to these as in force at the time. Revised Food and Nutritional Standards for educational establishments are currently being consulted upon as set out in the national School Food Plan (www.schoolfoodplan.com) and are expected to be in place at the commencement of this contract.
- (b) The supplier should manage the contract to ensure correct service levels and product quality is achieved. Suppliers will be measured on the performance of this contract, including, but not exhaustively: -
- On time delivery
 - Correct quality of product
 - Correct order quantity
 - Correctly authorised delivery notes
 - Invoicing accuracy (dependent on order process)
 - End user satisfaction (customer surveys) undertaken by the supplier on a minimum of three occasions per annum across a minimum of 30% of units.

- (c) We expect all prospective suppliers to provide all specified and core listed goods at all times. Should these service levels fall below agreed contracted levels the supplier working with the contract manager will be required to proactively draw up a continuous improvement plan setting out how they will address the poor performance and contract non-compliance.

If the supplier rating still fails to reach agreed service levels then the contract may be terminated in accordance with clause 35 and 36 of our standard terms & conditions.

- (d) Items included on the contract that cannot be supplied in accordance with contracted lead-times will be substituted at no extra cost
- (e) If any item has to be sourced from another supplier to complete the required order, within the required time-frame and at the correct quality then the difference in cost and all administration costs will be met by the supplier and refunded to the Education Catering Service and Council.

4. KEY PERSONNEL

The following positions are considered key Personnel:

- Account Manager
- Business Development
- Tele-sales Staff
- Drivers / Delivery Staff
- Packers

5. DETAILED SPECIFICATION

The Supplier shall be required to provide clean, safe, high quality, effective and efficient goods (appropriate to the relevant Lot) which deliver high quality and optimum priced products to end users based within Plymouth City Council as listed. Please see Annex I for contract items and current volumes.

- 5.1 Whilst the service is required to be available on 365 days basis the bulk of the business is provided to schools and colleges on a term-time (38 weeks) only basis. Prospective suppliers will need to make themselves aware of and conversant with the likely periods of peak demand; i.e. the published term dates. Details of the educational term dates are available on the Council's web site at: www.plymouth.gov.uk/homepage/education/schools/termdates
- 5.2 The Supplier shall determine how best to meet this requirement through research and evaluation of anticipated demand and open dialogue with the Contract and Procurement Manager and the Education Catering Service
- 5.3 Due regard should be given to the City Council's Fair-trade status and the opportunity and requirement to offer and provide, where appropriate, and increasing range of Fair-trade products.
- 5.4 The Supplier shall provide all meat and meat products from farms which satisfy UK Welfare Standards. All meat must as a minimum meet Red Tractor Assurance Certification (or equivalent) and this must be demonstrated on invoices / delivery notes either by product description or product code. The Supplier shall actively source fresh meat, offal and poultry in accordance with Meat Product Regulations 2003 and that complies with Plymouth's own health and well-being

priorities to reduce inequalities and additionally the national healthy lifestyle and eating agenda. Prospective contractors will be expected to pay specific attention to the mandatory food and nutrient standards, which now apply to all school food and any subsequent changes that may be applied in the future as well as the National Association of Care Catering nutritional guidelines.

- 5.5 The supplier will be required to provide accurate and detailed specifications for all food products, ingredients of goods supplied as part of this contract prior to them being supplied to the establishments included within this contract. It is essential that the Nutritional Values and all additives of all items provided under this contract are clearly identified in Excel format in accordance to the Allergen regulations September 2013
- 5.6 The Supplier shall provide auditable evidence of origin and traceability of all product lines. All food items supplied under this contract must be free of Genetically Modified Foods.
- 5.7 The Supplier shall provide the following information on a monthly basis at scheduled monthly review meetings in order to allow effective monitoring of the service performance and levels of satisfaction through usage:
 - Sales/throughput for each outlet
 - Line x Line analysis by product and spend
 - Monthly, consolidated statements
 - Detailed information about products procured that are not on the core lists
 - Stock out information with evidence of action taken
 - Market place activity detrimental to this contract
 - Correct quantity of core items
 - Proof of on time and correct delivery as the schedule
 - Invoicing accuracy (dependent on order process)
 - Communication to be managed in a customer focused, flexible and responsive manner by all agents

This information and data should be supplied as an Excel (.xls) spreadsheet.

- 5.8 It is expected that items will have a reasonable and practicable shelf life taking into due account the demands of the business. All items are required to be individually packaged and labeled in accordance with the current labeling regulations 2013 and will be transported and delivered in accordance with the Food Safety Act 1990 as amended and all other relevant regulations in force at the time. Prospective suppliers will also be expected to work with the Education Catering Service and the Council to minimize unnecessary packaging and maximise recycling of packaging and waste.

5.8.1 ALL LOTS (1 – 6) AS APPROPRIATE

Storage and Transport

All deliveries will be made in accordance with The Food Safety and Hygiene (England) Amended Regulations 2013.

All storage must be in a manner appropriate to the items stored. All goods requiring chilled storage must be transported under temperature controlled conditions

Packaging

All products shall be packaged and wrapped sufficiently to protect the product from damage and contamination during storage, transport and delivery. All packaging must comply with the Plastic Materials and Articles in Contact with Food Regulations 2012 and all other relevant regulations or EC Directives.

All returnable containers shall be collected not later than the occasion of the next delivery.

All packaging where ever practical must be able to be recycled and with the minimum waste disposal possible

Labelling

All products must be labeled.

All labels must comply with the Food Labeling Regulations 2013 and subsequent legislation and any other applicable specific legislation. In the case of a dietary claim (e.g. suitable for vegetarians) being made, nutritional information must also be provided

All labels must clearly and legibly state: -

- Full description of product
- Country of origin (the terms 'foreign', 'imported', 'EU', etc. Are not acceptable.
- The weight expressed in kilograms
- Storage conditions (whether chilled or frozen)
- Appropriate shelf life based on the Supplier's own shelf life analysis of the product.
- Shelf-life shall be expressed as: - "Use By" for chilled products & "Best Before" for frozen products.

Temperature control

Frozen Products

Vehicles must be designed for the transportation of chilled or frozen food.

All frozen products must be quick frozen. Storage prior to delivery should be minus 18 degrees Centigrade for no longer than three months. Cold storage temperatures must not be allowed to fluctuate. The temperature of frozen products at the time of delivery must not be higher than minus 15 degrees Centigrade.

Meat and offal shall be delivered frozen unless chilled is specifically requested.

Hard copy evidence of temperature is required at the time of delivery and this should be signed by the delivery driver and left with the unit manager

Chilled Products

Chilled products: for the purpose of this contract 'Temperature Control' shall be construed as meaning that the products shall be kept at an approved continuous and consistent chilled temperature.

Chilled foods must be stored at between 0 and 8 degrees Centigrade or alternatively at a previously documented assessed temperature for the food type(s) handled.

On-delivery:

Hard copy evidence of temperature is required at the time of delivery and this should be signed by the delivery driver and left with the unit manager.

On no account must any delivery of chilled food be allowed to remain in uncontrolled temperatures. Should this occur the unit manager will refuse these items and they will have to be replaced at the cost of the supplier.

Temperature of chilled products on delivery must never exceed 8 degrees Centigrade. Chilled storage temperatures must not be allowed to fluctuate unduly.

5.8.2 LOT 1 - FRESH MEAT OFFAL POULTRY AND FISH

Grade Specification / Quality

All meat and meat products must satisfy UK Welfare Standards and Assured Food Standards - Red Tractor Assurance (or equivalent) as a minimum

Beef

Any beef supplied shall be home killed and derived from carcasses of steer with moderately to well-developed muscles and a light fat covering. Under no circumstances shall heifer or cow beef be used.

All animals used for meat in this contract should be below the age of 30 months. The requirement must be backed with documentation if required by the customer.

Lamb

All meat delivered as lamb shall be Prime (P grade only). First Quality Home-Killed Lamb shall be under 12 months of age at time of slaughter, be of either sex, but exclude any lamb showing any strong male characteristics. Carcasses having (i) excessive fat or (ii) excessively dark lean/or yellow fat, shall not be classed as First Quality.

Minced Lamb must not have a fat content above 15 – 20 %

Pork

All meat delivered as pork shall be Home-killed First Quality.

All pork purchased under the auspices of this contract must conform to minimum UK legislation or equivalent concerning tethering and feeding whether the source is UK, EC or Imported.

Cutting

All cutting shall be in strict accordance with that published in The Meat Buyers Guide published by International Thomson Publishing Ltd. London EL12 7QA

- All cuts detached in the product schedule are identified by the code number as used in the Buyers Guide.
- **Any meat supplied that has at any time been frozen and thawed must have the disclaimer "previously frozen do not refreeze".**

Poultry

All Poultry supplied fresh or frozen must be Grade 'A' birds, as specified on the Code of Practice issued by the British Poultry Packers.

Prospective Tenderers should also be aware that there may be a requirement for the supply of fresh or frozen free range poultry and, as such, where identified on the core lists provide details accordingly along with evidence of traceability and provenance.

Minced Poultry must not have a fat content above 10%

Halal Meat and Meat Products

As previously advised, it is likely that there will be a requirement for a growing availability of Halal assured meat and meat products through the life time of this contract. Prospective suppliers should ensure that they will be able to meet this requirement and ensure that such items supplied are under the UK Animals (Slaughter or Killing) Regulations 1995 (SI 731) and the GCC Standard for Islamic Halal Slaughter Regulations for Meat and Poultry 2004

By USDA Foreign Agricultural Service - This report is an unofficial translation of the Arab Gulf Cooperation Council's (GCC) Standard No. 993/1998. This standard governs conditions of "Halal" slaughter of animals that is to be conducted according to the Islamic Law (Shari'a).

Evidence will also be required as meeting the requirements of the Halal Authority Board (HAB) trading in the name of Halal Pioneering Ltd registered in the UK company number 8022150.

Joint Size

Maximum for Joint Size 3 lbs. / 1.5 kg unless specified by Customer

Amendments to the Meat Buyers Guide 2010 NAMP

- Lean Minced Beef Code 149 The Fat content should not exceed 10% when measured chemically or as specified
- Minced Pork Code 322 The Fat content should not exceed 15% when measured chemically or as specified

Meat and offal shall be delivered frozen unless chilled is specifically requested.

Excess Weight - Meat

Under no circumstances will the Council pay for produce delivered in excess of that which has been ordered with the exception of: -

Jointed Meat - The maximum excess weight allowance for jointed meats shall be 10%.

UNDER NO CIRCUMSTANCES WHATSOEVER MAY RE-FROZEN MEAT OR OFFAL BE DELIVERED TO ANY ESTABLISHMENT

FISH

Product Specification

Please see Annex I for list of contract items and volume

Legal Requirement

All goods shall conform to the Frozen Foods Regulations 2006 governing the sale and/or delivery of such goods in the United Kingdom in force at the time of delivery.

All frozen products must be quick frozen. Storage prior to delivery should be minus 18 degrees Centigrade for no longer than three months. Cold storage temperatures must not be allowed to fluctuate. The temperature of frozen products at the time of delivery must not be higher than minus 15 degrees Centigrade.

All food supplied shall be fit for human consumption and acquired, stored, distributed and delivered in accordance with the Food Safety (General Food Hygiene) Regulation 1995 as amended and all other relevant regulations, including though not exhaustively:-

- The Food Hygiene (England) regulations 2012 Amended
- Regulation E C 852 2004 on Hygiene Of Food Items
- Meat Products (England) Amended Regulations 2008
- Meat Products and Spreadable Fish Products Regulations 1984
- Poultry Meat (Water Content) Regulations 1984/1145
- Food (Control of Irradiation) Regulations 1990/2490
- Food Labeling Regulations 2013
- Food Safety (Temperature Control) Regulations 1995
- Food Safety (General Food Hygiene) Regulation 1995
- Frozen Food Regulations 2006

All fish supplied must be from sustainable fish stocks, MSC or equivalent

5.8.3 LOT 2 – AMBIENT DRY AND CHILLED FOODS

Product Specification

Please see Annex I for list of contract items and volume

Legal Requirement

All goods shall conform strictly to all the relevant Statutory Regulations governing the sale and/or delivery of such goods in the United Kingdom in force at the time of delivery.

Lot 2 also contains a small amount of Disposable Items which are required in this contract

All food supplied shall be fit for human consumption and acquired, stored, distributed and delivered in accordance with the Food Safety (General Food Hygiene) Regulation 1995 as amended and all other relevant regulations, including though not exhaustively: -

- The Food Hygiene (England) Amended regulations 2012

- Regulation E C 852 2004 on Hygiene Of Food Items
- Meat Products (England) (amended) Regulations 2008
- Meat Products and Spreadable Fish Products Regulations 1984
- Poultry Meat (Water Content) Regulations 1984/1145
- Egg (Marketing Standards) (Amendment) Regulations July 2010
- Fruit Juices and Fruit Nectars England Regulations 2013
- Spreadable Fats (Marketing Standards) Regulations 1995/3116
- Food (Control of Irradiation) Regulations 1990/2490
- Food Labeling Regulations 2013
- Food Safety (Temperature Control) Regulations 1995

5.8.4 LOT 3 FROZEN FOODS

Product Specification

Please see Annex I for list of contract items and volume

Legal Requirement

All goods shall conform to the Frozen Foods Regulations 2006 governing the sale and/or delivery of such goods in the United Kingdom in force at the time of delivery.

All frozen products must be quick frozen. Storage prior to delivery should be minus 18 degrees Centigrade for no longer than three months. Cold storage temperatures must not be allowed to fluctuate. The temperature of frozen products at the time of delivery must not be higher than minus 15 degrees Centigrade.

Meat and offal shall be delivered frozen unless chilled is specifically requested.

All food supplied shall be fit for human consumption and acquired, stored, distributed and delivered in accordance with the Food Safety (General Food Hygiene) Regulation 1995 as amended and all other relevant regulations, including though not exhaustively:-

- The Food Hygiene (England) regulations 2012 Amended
- Regulation E C 852 2004 on Hygiene Of Food Items
- Meat Products (England) Amended Regulations 2008
- Meat Products and Spreadable Fish Products Regulations 1984
- Poultry Meat (Water Content) Regulations 1984/1145
- Food (Control of Irradiation) Regulations 1990/2490
- Food Labeling Regulations 2013
- Food Safety (Temperature Control) Regulations 1995
- Food Safety (General Food Hygiene) Regulation 1995
- Frozen Food Regulations 2006

5.8.5 LOT 4 – FRESH MILK AND FRESH BREAD

Milk Quality

All milk supplied under the Provision of the Contract shall comply with the Provisions of The Food Hygiene (England) Regulations 2012 Amended and Drinking Milk Regulations 2008 and any appropriate amendment, regulation or order not specifically listed. Where appropriate the Supplier shall maintain records demonstrating compliance with British or equivalent standard.

Proof of Quality

Tenderers are advised that submission of this tender implies that all milk supplied under this Agreement must comply with EC Regulation No. 2167/83 and 1548/90 (and subsequent amendments). The supplier must comply with any requests for analyses/information without cost to the Authority.

Pasteurisation

All milk supplied under the terms of this contract must be by means of heat treatment involving a high temperature (at least 71.7°C for 15 seconds, or equivalent combination) or a Pasteurisation process using different time and temperature combinations to obtain an equivalent effect.

Compositional Requirements

The fat content of drinking milk should be as follows: -

- Whole Milk (both standardised and non-standardised): –at least 3.5%
- Semi-skimmed Milk: - 1.7%
- Skimmed Milk: - 0.3% maximum
- Organic Semi-skimmed Milk:-1.7%

Labelling

The Food Labelling Regulations 2013 do not apply to cow's milk. However, the new food labeling regulations which comes into effect from December 2014 will be applicable

Microbiological Criteria

The Dairy Products (Hygiene) Regulations 2000/1209 microbiological criteria should be adhered to for all drinking milk, both raw and heat-treated.

Temperature Control

Chilled foods must be stored at between 0°C and 8°C or alternatively at a previously documented assessed temperature for the food type(s) handled. On delivery, the temperature of chilled products must not exceed 8°C or other appropriate specified temperature(s).

Raw Materials/Finished Goods Procurement

The manufacturer/distributor has a responsibility, under The Food Safety Act 1990 (and any amendments) to procure safe, sound raw materials and/or finished goods.

Processing

Manufacturing should encompass good practices incorporating the Food Safety Act 1990 and must cover the following though this list is not exhaustive: -

- Storage of Milk
- Delivery of Milk
- Stock Rotation
- Un-saleable/unfit food (segregation)
- Temperature Control
- Records of temperature readings
- Thermometer Calibration
- Pasteurisation Equipment
- Maintenance Records
- Prevention of Cross-contamination
- Structural Maintenance Records
- Cleaning including CIP
- Personal Hygiene
- Pest Control
- Refuse Disposal
- Front of House Procedures

Premises Registration

The Supplier must be registered with their Local Authority Environmental Health Department Regulation (EC) 852/2006: Article 6). Local Authorities are not obliged to receipt applications therefore it is essential that you identify in writing that you are registered. ‘

Legal Requirements

All produce supplied under this Agreement shall conform strictly to all legal requirements governing the production and delivery of such produce within the United Kingdom and European Community. The manufacturer is without limitation responsible for relevant compliance with The Food safety Act 1990 and any subsequent provision. The Authority will not be liable for the effects of any non-compliance of the above-mentioned Act.

Bread Quality

All products must be defined and manufactured in accordance with The Food Safety Act 1990, The Weights & Measures Act 1985 and all subsequent primary regulations, i.e. Bread and Flour Regulations 1998 as amended. The definition of “bread” in the Bread and Flour regulations 1998 states that bread shall consist of dough made from flour and water, with or without other ingredients, which has been fermented by yeast or otherwise leavened and subsequently baked or partly baked.

- All containers provided shall be clean and free from residual debris.
- All rolls should be bagged in dozens and layered in trays to prevent crushing.
- All cakes/morning goods must be covered.

5.8.6 LOT 5 - FRESH FRUIT, VEGETABLES & PREPARED VEGETABLES

Packaging

Where plastic bags are used for peeled potatoes, they must be of a gauge sufficient to withstand handling and transit damage.

In all other cases, where plastic bags are used in the repacking of fruit, vegetables and non-peeled potatoes, they must be new and perforated. No original packaging to be used for exotic imports.

Ware Potatoes

Potatoes, home-grown or imported, must comply with The Potato Marketing Board (PMB) Requirements 1991, The PMB Standard of Grading for New Potatoes 1991, and any subsequent PMB stipulations in regard to the 'ware' standard for potatoes.

Fruit and Vegetables

Copies of the EC Standards may be obtained from the Regional Offices of the Ministry of Agriculture, Fisheries and Food. At the time of printing there are standards for the following produce: -

Apples	Kiwi Fruit
Apricots	Leeks
Artichokes	Lemons
Asparagus	Lettuce, Endives & Batavia
Aubergines	Mandarins
Avocados	Mushrooms
Beans (other than shelling)	Onions
Brussels Sprouts	Oranges
Cabbages	Peaches
Carrots	Pears
Cauliflowers	Peas
Celery	Plums
Cherries	Pineapples
Chicory (Witloof)	Raspberries
Clementines & Citrus	Assumas
Courgettes	Spinach
Cucumbers	Strawberries
Garlic	Sweet Peppers
Grapes (Table)	Tomatoes
Grapefruit	Water Melon
Hybrids	

Exotic Fruit and Vegetables

For the purposes of this contract Exotics are defined as produce not normally grown in the E.U. It is a requirement that whole boxes/cartons/containers of Exotics must be opened by the Supplier on his premises prior to delivery and checked for the presence of insects and reptiles. All such creatures must be immediately removed.

5.8.7 LOT 6 –DISPOSABLE ITEMS (consisting of food packaging, utensils and wrapping items)

Product Specification

The Supplier shall be required to provide clean, safe and efficient goods (appropriate to the relevant Lot) which deliver high quality and optimum priced products to end users based within Plymouth City Council as listed on Annex 1 for list of contract goods volumes

The majority of this contract will be used by the Secondary Schools; a small element may be used in the Primary Schools

Legal Requirement

All produce supplied under this Agreement shall conform strictly to all legal requirements governing the production and delivery of such items within the United Kingdom and European Community.

All packaging materials must comply with The Plastic Materials and Articles in Contact with Food Regulations 2012 EU Regulation 1183 (and subsequent amendments).

Where possible materials to be bio degradable to work with our green environmental plan

Please see Annex 1 for service volume

Please see Annex 2 for List of Zones

5.9 Outcomes

The provision of the Services will result in the following outcomes;

- Improving the health and well-being of the city by feeding more children
- Better education from eating healthy food
- Increased employment within the city
- Introduction of the new and improved Food Standards (September 2014)
- Supporting procurement which in turn will provide employment
- Working with Head Teachers to implement the School food plan which was introduced in July 2013
- Supporting schools in delivering cooking with in the curriculum
- Creating a fair co-operative city where we will treat everyone with respect
- Universal Free School Meals for all children in Key Stage One are to be introduced from September 2014. The table below gives indicative figures only of estimated potential increases in meal numbers. These figures cannot be guaranteed and could be higher or lower

Year	Current take-up (forecast for 2013/14)	KS1 80%, 85%, 90%, 90%	KS2 Current, +1%, +1.5%, 2%, +3%	Total
2013/14	1,400,000			1,400,000
2014/15		1,052,022	726,981	1,779,004
2015/16		1,117,774	736,844	1,854,618
2016/17		1,183,525	746,707	1,930,232
2017/18		1,183,525	766,432	1,949,957

Notes:

1. 2013/14 – figures not split between KSI and KS2
2. KSI approximately 40% of each school roll
3. KSI take-up assumed at 80% etc of 40% of school roll
4. KS2 (60% of school roll) take-up assumed at current levels of individual whole school take-up +1%, etc
5. 2014/15 shown as full year effect (not 01/09/14 to 31/03/15)
6. Figures are an estimation only for guidance only and cannot be guaranteed

5.10 Eligibility

- Maintained schools
- Trust schools
- Academies
- Free Schools
- Council / Local authority care homes
- Community Meals Service

5.11 Service Levels

The tenderer shall detail what Help Desk facilities shall be made available to provide first line support, technical and customer service issues during working hours and be capable of providing a service that minimises the need for Customer personnel to interact with the help Desk facility

The tender shall provide estimated response times when dealing with customer service issues and outcomes

The tender shall provide eight weeks lead in times for price increases in relation to the twice annual change in menu cycle

5.12 Quality of product

The quality of product should be as stated in this specification

5.13 Levels of Support

The tenderer will need to allow for peaks and troughs in trading during the school academic year and the introduction of the Universal Infant Free School (UIFSM) to all Key Stage One pupils (aged 5-7) which comes into effect from September 2014. Please refer to table in section 5.9

5.14 Business continuity

There is a need for plans to be in place for the general continuation of your business in the event of a recognised disaster e.g. flooding due to adverse weather conditions, disruption to road and rail networks but also fuel shortages or industrial action.

Demonstrable written business continuity plans will be required.