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Tender

Provision of Cashless Catering, Online Payments & Kitchen Management Software

North Ayrshire Council

F02: Contract notice

Notice identifier: 2021/S 000-004282

Procurement identifier (OCID): ocids-h6vhtk-029819

Published 3 March 2021, 5:08pm

Section I: Contracting authority

I.1) Name and addresses

North Ayrshire Council

Cunninghame House, Friars Croft

Irvine

KA12 8EE

Email

procurement@north-ayrshire.gov.uk

Country

United Kingdom

NUTS code

UKM93 - East Ayrshire and North Ayrshire mainland

Internet address(es)

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Cashless Catering, Online Payments & Kitchen Management Software

Reference number

NAC5054

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

As part of the existing contract renewal processes, North Ayrshire Council (NAC) has identified the need to upgrade or replace their existing Cashless Catering and Online Payment solutions, together with introducing Kitchen Management Software.

The systems will be extended for use across all 9 academies, 49 primary schools and 1 additional support needs (ASN) school within the Council's remit. The Council also have a number of hospitality locations and outside catering units (including pop-ups) that may be included if the solution permits.

The Council are seeking contract(s) for the provision of three inter-related, cloud-based systems (including supply, installation, licences and training) and will consider suppliers who can offer all elements (or a combination thereof) but will also consider separate providers. The requirement has been split into 3 Lots as follows;

Lot 1 - Cashless Catering system (including meal ordering functionality) with full upgrades, annual maintenance and support (including software and minimum hardware)

Lot 2 - Online Payments system

Lot 3 - Kitchen Management Software with full upgrades, annual maintenance and support (including software and minimum hardware)

II.1.5) Estimated total value

Value excluding VAT: £340,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Organisations can bid for one, all or a combination of Lots.

II.2) Description

II.2.1) Title

Cashless Catering Services and Equipment

Lot No

1

II.2.2) Additional CPV code(s)

- 48110000 - Point of sale (POS) software package

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

Throughout North Ayrshire (including the Islands of Arran and Cumbrae)

II.2.4) Description of the procurement

The service under this lot will include but not be limited to an integrated solution suitable for use in all required locations; primary and secondary schools, hospitality locations and outside catering units (including pop-ups).

This requirement also includes

- Meal ordering functionality with full upgrades, annual maintenance and support (including software and minimum hardware).
- Equipment is also required. Items may include the following but are not limited to: Hardware such as Touch screen EPOS, and software, installation, maintenance and support (such as call centres, remote, onsite), updates, patches and replacement parts.
- The solution also requires the ability to integrate with existing systems used by NAC including but not limited to newly awarded Online Payment and Kitchen Management systems.

II.2.5) Award criteria

Quality criterion - Name: All award criteria is stated in the ITT documents / Weighting: 60

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £80,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

This contract has an option to extend for up to another 12 months. Extensions will be at the sole discretion of North Ayrshire Council and subject to satisfactory performance and funding.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Kitchen management system

Lot No

3

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

Main place of performance will be North Ayrshire including the islands of Arran and Cumbrae

II.2.4) Description of the procurement

The services required under this lot will include but not be limited to;

- Cloud-based software that meets the information management needs of primary and secondary school kitchens, hospitality locations and outside catering units (including pop-ups).
- Modular application that will allow gradual roll out of functionality in line with NAC timeline and appetite.
- Systemisation of the current Hazard Analysis Critical Control Points log.
- Provision of an innovative solution to record temperatures of equipment and food seamlessly, along with details of who took the temperatures.

- Software and minimum hardware for advanced reporting, nutritional analysis, menu planning, inventory and kitchen management.
- Provision of various interface capabilities and capability of storing/transmitting all the relevant information with central offices, with full management, backup and archive functions.
- Provision of full upgrades, annual maintenance and support.
- Integration with existing systems used by NAC including but not limited to; newly awarded Cashless Catering and Online Payment systems.

II.2.5) Award criteria

Quality criterion - Name: All award criteria is stated in the ITT documents / Weighting: 60

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £30,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

This contract has an option to extend for up to another 12 months. Extensions will be at the sole discretion of North Ayrshire Council and subject to satisfactory performance and funding.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Online Payments

Lot No

2

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

Main place of performance will be in North Ayrshire including the islands of Arran and Cumbrae.

II.2.4) Description of the procurement

The requirement under this lot will include but not be limited to:

- The supply of software systems allowing the ability for NAC to take online payments for education services from any internet connected device
- Ability for parents / guardians to go online and pay for child's school meal, trip, and other non-meal purchases
- The ability for payments to be accepted from PayPoint terminals and / or similar (should a parent have no access to the internet).
- Integrate with existing systems used by NAC; SEEMIS and Integra / Civica Pay and newly awarded Cashless Catering and Kitchen Management systems.

II.2.5) Award criteria

Quality criterion - Name: All award criteria is stated in the ITT documents / Weighting: 60

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £180,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

This contract has an option to extend for up to another 12 months. Extensions will be at the sole discretion of North Ayrshire Council and subject to satisfactory performance and funding.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

If required, bidders are required to be enrolled in the relevant professional or trade registers within the country in which they are established.

III.1.2) Economic and financial standing

List and brief description of selection criteria

Bidders will be required to have a minimum yearly “specific” turnover for the last 3 years in the business area covered by the contract as follows;

Lot 1 - Cashless Catering - 40,000 (GBP)

Lot 2 - Online Payments - 90,000 (GBP)

Lot 3 - Kitchen Management system - 15,000 (GBP)

North Ayrshire Council reserve the right to review the bidders financial information including information from credit reference agencies at tender stage and throughout the life of the contract, and seek clarifications if necessary. If clarifications are not satisfactory the bidder may be excluded from the tender process.

Bidders who cannot meet the required level of turnover will be excluded from this tender.

Where turnover information is not available for the time period requested, the bidder will be required to state the date which they were set up or started trading.

It is a requirement of this contract that bidders hold, or can commit to obtain prior to the commence of any subsequently awarded contract, the types and levels of insurance indicated below:

Employer's (Compulsory) Liability Insurance = [5,000,000]GBP

<http://www.hse.gov.uk/pubns/hse40.pdf>

Public Liability Insurance [5,000,000]GBP WITH CONFIRMATION that this extends to Software Liability cover

III.1.3) Technical and professional ability

List and brief description of selection criteria

Bidders will be required to provide a minimum of 2 examples of services carried out in the past 3 years that demonstrate they have the relevant experience to deliver the services as described in part II.2.4 of the Contract Notice. The services must be of a similar value, size and scope. Bidders must complete examples of experience for each Lot they are applying for. Unsatisfactory experience will result in exclusion from the tender process.

Bidders will be required to provide 2 satisfactory references for 2 different services contracts on the reference templates provided.

References should be completed and signed by previous customers for contracts of a similar value, size and scope and for each lot bidders are applying for. If any of the referees score the bidder less than 2 the bidder will be excluded from the tender process.

Completed experience and reference templates must be zipped and uploaded at question 4C.1 of the qualification envelope.

Bidders will be required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

9 April 2021

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

9 April 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: March 2025

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Quality Management Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent) or a documented policy regarding quality management, see attachment at SPD question 4D.1.

Health and Safety Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS OHSAS 18001 (or equivalent) or have, within the last 12 months, successfully met the assessment requirements of a construction-related scheme in registered membership of the Safety Schemes in Procurement (SSIP) forum or the bidder must have a regularly reviewed and documented policy for Health and Safety management, see attachment at SPD question 4D.1.

Environmental Management Procedures

1. The bidder must hold a UKAS (or equivalent) accredited independent third-party certificate of compliance in accordance with BS EN ISO 14001 (or equivalent) or a valid EMAS (or equivalent) certificate or the bidder must have a regularly reviewed documented policy regarding environmental management, see attachment at SPD question 4D.2.

Suppliers should be able demonstrate how the security of their cloud solution complies with:

- ISO 27001 - Information Security Management Systems – Requirements
- ISO 27002 - Code of practice for information security controls
- ISO 27017 - Code of practice for information security controls based on ISO/IEC 27002 for cloud services
- ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors
- ISO 22301 – Business continuity management

If suppliers are not formally certified to the above ISO standards, they will be required to provide sufficient evidence (a policy authorised by Chief Executive or equivalent) to demonstrate their level of compliance in adopting the security controls contained in these standards.

The supplier will require to have achieved either Cyber Essentials or Cyber Essentials Plus certification in order to demonstrate the security of their computer systems and networks.

For the Online Payments Lot, the Bidder must provide either a Certificate or a Statement of Attestation that confirms supplier PCI compliance status to either level 1 or 2 and to confirm status as an approved PCI Payment Card Processing Supplier and that they are on the PCI approved supplier list.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 18149. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

Community benefits are included in this requirement. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2361>

A summary of the expected community benefits has been provided as follows:

Community benefits will be requested on a voluntary requirement basis for:

Supply Chain Initiatives

Community and Education Initiatives

(SC Ref:645752)

VI.4) Procedures for review

VI.4.1) Review body

Kilmarnock Sheriff Court

Sheriff Court House, St Marnock Street

Kilmarnock

KA1 1ED

Telephone

+44 1563550024

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/>