

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007191-2022>

Tender

## **Design & Installation for the Customer experience (Catering and Social Spaces)**

The University Caterers Organisation Ltd (TUCO Ltd)

F02: Contract notice

Notice identifier: 2022/S 000-007191

Procurement identifier (OCID): ocds-h6vhtk-0322b1

Published 16 March 2022, 2:15pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

The University Caterers Organisation Ltd (TUCO Ltd)

3rd Floor National House, 36 St Ann Street

Manchester

M2 7LE

#### **Email**

[info@tuco.ac.uk](mailto:info@tuco.ac.uk)

#### **Telephone**

+44 1617133420

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.tuco.ac.uk](http://www.tuco.ac.uk)

Buyer's address

[www.tuco.ac.uk](http://www.tuco.ac.uk)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://in-tendhost.co.uk/tuco/asp/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/tuco/asp/Home>

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Education

---

**Section II: Object**

**II.1) Scope of the procurement**

### **II.1.1) Title**

Design & Installation for the Customer experience (Catering and Social Spaces)

Reference number

CAT11062-TU

### **II.1.2) Main CPV code**

- 45212500 - Kitchen or restaurant conversion

### **II.1.3) Type of contract**

Works

### **II.1.4) Short description**

Lot 1 – Customer experience design

TUCO are looking for customer experience designers. It is envisaged that awarded suppliers will have specialist experience in designing catering and interactive social spaces. Suppliers will also be expected to consider such things as menu design, staff uniform, crockery etc. seeking innovative design solutions There may be a requirement to reflect specific values such as sustainability, or to match the 'theme' of the building. Consideration should be made of the intended customer base the TUCO member is addressing for each specific area.

Lot 2 – Kitchen and Counter Design, Manufacture and Installation

TUCO envisage suitable suppliers will be able to provide their own in-house specialist design layout for these areas, in-house or sub-contracted fabrication and the ability to supply and install specified equipment or install client supplied equipment

### **II.1.5) Estimated total value**

Value excluding VAT: £15,000,000

### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

## **II.2) Description**

### **II.2.1) Title**

Customer experience design

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 71242000 - Project and design preparation, estimation of costs

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

### **II.2.4) Description of the procurement**

TUCO are looking for customer experience designers. It is envisaged that awarded suppliers will have specialist experience in designing catering and interactive social spaces. Suppliers will also be expected to consider such things as menu design, staff uniform, crockery etc. TUCO Members will be seeking innovative design solutions that will enhance the ambience of the area/s and create an increase in footfall and spend. There may be a requirement to reflect specific values such as sustainability, or to match the 'theme' of the building. Consideration should be made of the intended customer base the TUCO member is addressing for each specific area.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £7,500,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The framework is for 2 years with a possible extension of 2 x 12 month periods, dependent upon supplier performance and market developments

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Maximum number: 10

Objective criteria for choosing the limited number of candidates:

These will be based on the evaluation of the SQ which is a combination of Pass/Fail questions and scored response

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The framework is for 2 years with a possible extension of 2 x 12 month periods, dependent upon supplier performance and market developments

### **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 and Counter Design, Manufacture and Installation

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 45212500 - Kitchen or restaurant conversion

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

### **II.2.4) Description of the procurement**

TUCO envisage suitable suppliers will be able to provide their own in-house specialist design layout for these areas, in-house or sub-contracted fabrication and the ability to supply and install specified equipment or install client supplied equipment.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £7,500,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

2 years with a possible extension of 2 x 12 month periods, dependent upon supplier performance and market developments

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Maximum number: 10

Objective criteria for choosing the limited number of candidates:

These will be based on the evaluation of the SQ which is a combination of Pass/Fail questions and scored response.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

2 years with a possible extension of 2 x 12 month periods, dependent upon supplier performance and market developments

### **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

See tender documents

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

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

Date

11 April 2022

Local time

10:00am

#### **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: 9 (from the date stated for receipt of tender)

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 4 years

### **VI.3) Additional information**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=676165705>

GO Reference: GO-2022316-PRO-19806388

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

TUCO Ltd

3rd Floor National House, 36 St Ann Street

Manchester

M2 7LE

Email

[info@tuco.ac.uk](mailto:info@tuco.ac.uk)

Telephone

+44 1617133420

Country

United Kingdom

Internet address

<http://www.tuco.ac.uk>

**VI.4.2) Body responsible for mediation procedures**

TUCO Ltd

3rd Floor National House, 36 St Ann Street

Manchester

M2 7LE

Email

[info@tuco.ac.uk](mailto:info@tuco.ac.uk)

Telephone

+44 16107133420

Country

United Kingdom

Internet address

<http://www.tuco.ac.uk>

**VI.4.4) Service from which information about the review procedure may be obtained**

TUCO Ltd

3rd Floor National House, 36 St Ann Street

Manchester

M2 7LE

Email

[info@tuco.ac.uk](mailto:info@tuco.ac.uk)

Telephone

+44 1617133420

Country

United Kingdom

Internet address

<http://www.tuco.ac.uk>