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Tender

008809 - Schools Biometric EPOS & Nutritional Analysis Solution

Newcastle City Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-011316

Procurement identifier (OCID): ocds-h6vhtk-04f8e9 ([view related notices](#))

Published 26 March 2025, 12:53pm

Scope

Reference

008809

Description

Newcastle City Council (NCC) has a requirement for a Schools Biometric EPOS & Nutritional Analysis Solution. NCC's requirements have been split into two Lots;

Lot 1 - Electronic Catering Management and Payment System

Lot 2 - Nutritional & Menu Management Software Solution

It is noted that systems exist that incorporate both lot elements and providers can tender for one or both lots as an integrated system solution. NCC anticipates the Contract to be awarded by the end of May 2025 and the Solution to be fully implemented with Go-Live by August 2025.

All documents can be accessed on www.open-uk.org

Reference OPEN2025488

Total value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 June 2025 to 31 May 2028
- Possible extension to 31 May 2030
- 5 years

Description of possible extension:

2 x 12 month options to extend

Main procurement category

Services

CPV classifications

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 48000000 - Software package and information systems
- 55000000 - Hotel, restaurant and retail trade services

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

Contract locations

- UKC - North East (England)

Lot 1. Lot 1 - Electronic Catering Management and Payment System

Description

Newcastle City Council (NCC) has a requirement for an Electronic Catering Management and Payment System. The system must incorporate facilities to include the following:

- Electronic Point Of Sale (EPOS) solution to ensure transaction times are maximised.
- Provide interface with school systems (for example SIMS / Scholar Pack) to allow for appropriate information to be used on the till systems i.e. dietary requirements, religious requirements, and allergen information.
- Provide multiple options for payment at the point of sale, including but not limited to, fingerprint biometric, pin pad, contactless payment.
- Meal management system including suite of reports that can be individualised by school.
- Provide appropriate hardware to facilitate point of sale transactions as well as maintenance/ servicing. This should be, but not limited to the till console with touchscreen functionality, customer display, payment solutions, i.e. fingerprint biometric, Pin Pads, contactless card machine.

Lot value (estimated)

- £175,000 excluding VAT
- £210,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Lot 2 - Nutritional & Menu Management Software Solution

Description

Newcastle City Council (NCC) has a requirement for a Nutritional Analysis and Menu Management software solution. The solution must incorporate facilities to include the following:

- Allergen management to highlight the 15 common allergens recognised in law. It is essential that the system can be upgraded / updated to incorporate any future changes in the law or additional allergens added to the list.
- Nutritional analysis to allow NCC to comply with the school food standards and provide accurate information to parents / carers / schools for cultural / religious diets, diabetes (carbohydrates), Nutritional content and allergen information.
- The system must be able to link to external manufacturer software platforms to incorporate information provided from them for example ERODUS.
- Accurate recipe details and costings / menu cycle costings. • Recipe details and imagery that can be used by kitchen teams to maintain consistency and appropriate portion sizes.

Lot value (estimated)

- £75,000 excluding VAT
- £90,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Submission

Enquiry deadline

24 April 2025, 12:00pm

Tender submission deadline

30 April 2025, 12:00pm

Submission address and any special instructions

All documents can be accessed on www.open-uk.org

Reference OPEN2025488

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

19 May 2025

Award criteria

Lot 1. Lot 1 - Electronic Catering Management and Payment System

Name	Type	Weighting
Quality	Quality	70%
Price	Quality	30%

Lot 2. Lot 2 - Nutritional & Menu Management Software Solution

Name	Type	Weighting
Quality	Quality	70%
Price	Price	30%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Newcastle City Council

- Public Procurement Organisation Number: PBHM-6848-TWYG

Civic Centre

Newcastle Upon Tyne

NE1 8QH

United Kingdom

Email: corporate.procurement.team@newcastle.gov.uk

Website: <https://www.newcastle.gov.uk/>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government