

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/017600-2021>

Contract

Provision of Cashless Catering, Online Payments & Kitchen Management Software

North Ayrshire Council

F03: Contract award notice

Notice identifier: 2021/S 000-017600

Procurement identifier (OCID): ocids-h6vhtk-029819

Published 26 July 2021, 9:04am

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.2) Information about joint procurement

The contract is awarded by a central purchasing body

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.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £481,588

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.2.11) 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.2.11) 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.2.11) 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 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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-004282](#)

Section V. Award of contract

Lot No

3

Title

Kitchen management system

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 June 2021

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

ParentPay Ltd

The Exchange, Express Park

Bridgwater

TA6 4RR

Telephone

+44 7881915899

Country

United Kingdom

NUTS code

- UKM93 - East Ayrshire and North Ayrshire mainland

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £132,708

Section V. Award of contract

Lot No

2

Title

Online Payments

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 June 2021

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Cash Registers (Buccleuch) Limited

Units 1-9, 32 Dryden Road, Bilston, Glen, Loanhead. Midlothian

Edinburgh

EH20 9LZ

Telephone

+44 7740025956

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £85,880

Section V. Award of contract

Lot No

1

Title

Cashless Catering Services and Equipment

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 June 2021

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Cash Registers (Buccleuch) Limited

Units 1-9, 32 Dryden Road, Bilston, Glen, Loanhead. Midlothian

Edinburgh

EH20 9LZ

Telephone

+77 40025956

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £263,000

Section VI. Complementary information

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.

(SC Ref:661594)

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/>