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Tender

Tender for the Supply and Implementation of Procure to Pay Solution Services (Catering)

THE UNIVERSITY OF BIRMINGHAM

F02: Contract notice

Notice identifier: 2023/S 000-019470

Procurement identifier (OCID): ocds-h6vhtk-03dfd5

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Section I: Contracting authority

I.1) Name and addresses

THE UNIVERSITY OF BIRMINGHAM

EDGBASTON

BIRMINGHAM

B152TT

Contact

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Email

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Country

United Kingdom

Region code

UKG31 - Birmingham

Companies House

RC000645

Internet address(es)

Main address

www.birmingham.ac.uk/index.aspx

I.3) Communication

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

www.in-tendhost.co.uk/universityofbirmingham.aspx/Home

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.in-tendhost.co.uk/universityofbirmingham.aspx/Home

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

Tender for the Supply and Implementation of Procure to Pay Solution Services (Catering)

Reference number

FRAM834/23

II.1.2) Main CPV code

- 79418000 - Procurement consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

The University wishes to establish a contract with a Single Provider for the provision, implementation and ongoing support and maintenance of a fully integrated Central Billing, Procure to Pay and Stock management solution and the procurement of UOB Food, Beverage, and disposable suppliers inc Light Equipment. The annual procurement spend is in the region of up to £4M.

The successful provider would be able to provide a fully integrated service of both "systems and procurement" to support Campus Services, they would provide monthly summary billing and have appropriate systems in place to provide the University with excellent value for money and an excellent service level demanded by a large Russell Group University with over 34,000 students with the potential to expand on Edgbaston Campus to 50,000 over the next 10 years.

The system must cater for the different functions operating in the university, namely purchasing, finance and Food, Beverage and Retail operations. The system should ideally provide modules which provide the functions listed below and further be able to maximise market price across a wide category of food and drink products able to deliver contract price compliance whilst providing an end to end contract management solution for the institution:

1.1 E-invoices and supplier payments with detail analysis

1.2 Financial systems integration with existing UOB systems

1.2.1 Integration with Delivered catering solution

1.3 Procure to Pay

1.4 Recipe management inc Legal Allergen and Nutritional requirements

1.5 Full stock management combined with production planning system facility both from and internal and external supplier basis

1.6 Supplier management

1.7 Full Epos integration and sales analysis, linking to one true source

1.8 Sustainability product carbon impact and food waste monitoring

The rates Tendered shall be Fixed and Firm for the first 3 years of the term of the Contract, and will be reviewed at the end of Year 3 if we wish to extend.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48490000 - Procurement software package
- 55520000 - Catering services
- 72212490 - Procurement software development services

II.2.3) Place of performance

NUTS codes

- UKG31 - Birmingham

II.2.4) Description of the procurement

The university is seeking a P2P Catering solution that includes on-site presence to effectively support the operational needs of our team members. 95% of our team members are operational and not desk-based, it is therefore crucial to have a reliable and responsive support system in place on site. The chosen solution should act as a one-stop shop to promptly address any issues that may arise. It is essential that the chosen supplier provides on-site presence as opposed to relying solely on remote support.

Fully Integrated Procure to Pay system paying particular attention to:-

- i. Central E-billing
- ii. Full supplier integration including small artisan supply lines
- iii. Supplier catalogues must be uploaded and managed by host system;
- iv. Must have capability to identify products ordered outside the approved product list (APL);
- v. Credit note process to be integrated to avoid intervention by UOB staff and for issues to be resolved in a specified timeframe;
- vi. Capable of holding payments to suppliers for disputed invoices with a defined process to manage this:
- vii. Capable of invoice matching by line detail;
- viii. Consolidated invoice batch processing;
- ix. Integration capability with our current finance system ORACLE
- x. Order process to be given the ability to place orders by phone or online and for item detail to be reflected without UOB intervention; The ability to restock inventory based on demand
- xi. Ability to deal with VAT coding requirements of the institution.
- xii. Capability to handle internal trading activity of transfers and stock movement charging to cost centres.

Reporting & Analysis

Detailed reporting required which are required are the following:

- I. Procurement reporting by supplier, category, spend by hierarchy & operating unit;
- II. Product, Supplier and Category spend analysis;
- III. Functionality of the system to generate graphical information and dashboards for the user;
- IV. Drill down facility within report suite to enable data interrogation down by overall

hierarchy to item;

V. Contract compliance reporting and interrogation tool by product and delivery;

VI. Gross Profit GP and recipe cost analysis;

VII. Stock result analysis with item variance, for monthly account reporting and an accumulative to reconcile and balance to date

VIII. Accrual reports highlighting variances between delivered and invoiced

IX. Budgeting and Forecasting: Able to set targets for financial forecasting and budgetary purposes

X. Nutritional Traffic light analysis

Recipe and product management

I. System capable of taking current recipe database and utilising data and the ability to maintain that data on behalf of UOB

II. Ability to maintain product files that are the base and essential in all aspects of the system and responsible for the maintenance, and quick access to each product if required

III. Capability to handle all types of categories of recipes, bulk batch recipes, prep recipes, and multiple venue recipes linked to similar purchasing ingredient.

IV. Allergen analysis and reporting facility. Ensure real time information of allergens is correct and to ensure our allergen information to customers is accurate. The ability to integrate with any other UOB delivered catering systems and to comply with changing regulations

V. Nutritional analysis reporting tool to validate and update nutritional data for menu items or products. Conduct regular nutritional analysis of recipes to ensure accuracy and compliance and to comply with changing regulations

VI. Ability to Review and analyse recipe data to identify areas of waste so corrective actions can be taken.

VII. Menu Development: Collaborate with culinary team to create new menu offerings, considering customer preferences and current trends

Ordering Process

- I. Ability to handle multiple suppliers' data in a single sign on and the ability to order avoiding multiple log ins. In accordance with supplier lead times and cut off lead times.
- II. Supplier acknowledgement for order receipt, in accordance with UOB Financial procedures
- III. Purchase order number use and ability to create same day orders without a restriction, via means of a telephone call or email if required to a Maximum order value of £500
- IV. .Capable of handling internal site ordering in a multi unit site including some production kitchens when combined may include some external suppliers and multiple budget centres. A central in-house stores facility is available to store stock and distribute from and requires the maintenance of development to ensuring accuracy.
- V. Ability to handle single and multiple orders with differing delivery times from each budget cost centre including external and internal ordering process. To include cost awareness in this facility
- VI. Ability to provide suggested order quantity based off historical patterns.

EPOS Integration and Implementation Plan

- I. Seamless integration with UoBs EPOS supplier to capture sales data on a real time basis (where possible) to be used in menu and cost analysis and provide last price paid costs/GP via API integrations.
- II. At each trading unit an EPOS till(s) system is located. A sales data feed from the till system should deliver details of the items which have sold. This process should happen in real time (where possible).
- III. Once the data is received, the system should collate the associated till sales data and present this information so that till item ID's and Recipes can be 'mapped'.
- IV. The system should enable the user to 'map' till items to associated recipes, highlighting ones which haven't yet been mapped.
- V. Once the 'mapping' process has been completed the system should reduce stock accordingly so the system maintains a theoretical stock holding level per menu item (or individual product).
- VI. Include a detailed implementation plan outlining the key milestones, timelines, and responsibilities of both the University and the vendor

Stock Management

- I. The ability to set up multiple store locations and allocate products into store.
- II. Multiple unit of measure ability e.g. case, split case, kg, etc
- III. Multiple stock entry portals into the system during a stock count e.g. mobile device, hand scanner, manual entry.
- I. System calculated variance in stock holding between real stock holding and the theoretical stock holding calculated by EPOS sales.
- II. To be responsible for daily maintenance of supplier product files removing delisted items and following a process for adding new products
- III. Provider to review, monitor and accurately review inventory data. To identify areas and faults so corrective actions can be taken. Inventory Analysis: Conduct a thorough analysis of inventory data to identify trends, forecast demand, and optimize stock levels

Supplier Management

- IV. Quality Control: UOB to monitor the quality and freshness of incoming ingredients and liaise with the Contracted provider to manage the process of complaints reporting back on KPI's
- V. Collaborate with chefs or foodservice personnel to plan menus and ensure ingredient availability. Highlighting any offers or trends
- VI. Supplier Evaluation: Review supplier performance and negotiate contracts to ensure competitive pricing and quality.
- VII. Market Research: Monitor market trends, new suppliers, and ingredient availability to improve sourcing strategies
- VIII. Supplier Relationship Management: Evaluate and optimize relationships with key suppliers, including performance reviews and renegotiation of contracts
- IX. Supplier Audits: Conduct audits of key suppliers to assess compliance with quality, safety, and ethical and sustainability standards and awards
- X. Provider to actively approach Local suppliers where applicable and appropriate, ideally within the midlands and surrounding counties

Training, Change Management and Support

- I. Staff Training: Provide comprehensive training plan to all levels of employees, to ensure

smooth adoption of system by University staff and to carry out unit audits to highlight any issues. Provide change management support, including communication plans, user guides, and assistance with user acceptance testing.

II. Weekly meeting operational to discuss issues arising and resolution methods

III. Monthly review meeting to go through KPI's and what has been done over the past month. Brief on what will be happening over the coming month and report on trends

Review and support current purchasing data and make recommendations for Sustainable projects Capable of monitoring supplier performance on stock fulfilment.

IV. On Campus integrated office is essential to provide efficient ongoing support in emergency cases, such as and including, Food safety concerns, failed deliveries and system failure. Immediate same day repose required

It is not expected that TUPE will apply to this tenderers process, however if during the process it is determined that it should apply, tenderers would be expected to follow TUPE regulations.

Sustainability and Compliance

1. To support UOB sustainability criteria of authenticity, inclusivity, and sustainability. To cover environmental impact such as CO₂e, water usage and other energy-saving initiatives, waste management, recycling initiatives, community and ethical sourcing.

2. To provide essential support to the University on achieving sustainable F&B accreditations such as Fairtrade, etc

3. Include compliance features for changing regulations, certifications, and standards related to allergens, nutritional information, and food safety.

II.2.5) Award criteria

Quality criterion - Name: Compliance to the Specifications / Weighting: 40

Quality criterion - Name: After Sales and Technical back up / Weighting: 10

Quality criterion - Name: IT / Weighting: 10

Quality criterion - Name: Sustainability and Environmental / Weighting: 10

Quality criterion - Name: Standard Supplier Questionnaire (SQ) / Weighting: 10

Price - Weighting: 20

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

Initial duration is 3 years with the option to extend for a further 3 years for a total of 6 years

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open 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 a single operator

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

7 August 2023

Local time

11:59am

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

English

IV.2.7) Conditions for opening of tenders

Date

7 August 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

University of Birmingham

Birmingham

B15 2TT

Country

United Kingdom