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Contract

Provision of a Cashless Catering System

Pembrokeshire County Council

F03: Contract award notice

Notice identifier: 2025/S 000-038301

Procurement identifier (OCID): ocids-h6vhtk-045534

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Section I: Contracting authority

I.1) Name and addresses

Pembrokeshire County Council

County Hall, Haverfordwest

Pembrokeshire

SA61 1TP

Email

donna.murphy@pembrokeshire.gov.uk

Telephone

+44 1437775905

Fax

+44 1437776510

Country

United Kingdom

NUTS code

UKL14 - South West Wales

Internet address(es)

Main address

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

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0255

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of a Cashless Catering System

Reference number

PROC/2324/154

II.1.2) Main CPV code

- 48110000 - Point of sale (POS) software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Pembrokeshire County Council operates a centrally managed catering service. This service currently provides catering arrangements for 52 primary schools, 3 middle schools, 5 secondary schools, 1 special school and 1 pupil learning centre. In addition to its school settings the Council also has 2 mobile units which provide catering for outdoor events.

Initially the Council is seeking tenders for the supply and installation of a centralised Cashless Catering system in all education settings and mobile units.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £398,379

II.2) Description

II.2.2) Additional CPV code(s)

- 55520000 - Catering services

- 55524000 - School catering services
- 48444000 - Accounting system
- 48110000 - Point of sale (POS) software package
- 30142000 - Accounting machines and cash registers
- 72514000 - Computer facilities management services
- 55512000 - Canteen management services
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKL14 - South West Wales

Main site or place of performance

Pembrokeshire

II.2.4) Description of the procurement

Initially the Council is seeking tenders for the supply and installation of a centralised Cashless Catering system in all education settings and mobile units.

The new system must improve the management information in relation to the following:

- Improved uptake of school meals in secondary schools.
- A reduced risk of errors in ordering in each establishment.
- A more stable and reliable system within schools, which will reduce queuing and improve the overall dining experience.
- Improved monitoring by service management to drive down waste and costs.

The successful supplier will be responsible for migrating Pembrokeshire County Council's existing data for pupils into the new system by no later than 1st September 2025

II.2.5) Award criteria

Quality criterion - Name: Core Functionality / Weighting: 15

Quality criterion - Name: System Integration / Weighting: 11

Quality criterion - Name: User Experience and Usability / Weighting: 6

Quality criterion - Name: Support and Maintenance / Weighting: 6

Quality criterion - Name: Contract Management / Weighting: 4

Quality criterion - Name: Innovation and Future Development / Weighting: 3

Quality criterion - Name: Desirable Requirements / Weighting: 5

Price - Weighting: 50

II.2.11) Information about options

Options: Yes

Description of options

Option to purchase Nutritional Analysis Software and Secondary and Middle School pre-order Software.

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: [2025/S 000-002696](#)

Section V. Award of contract

Contract No

PROC/2324/154

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 June 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Haven Systems Ltd

Vine Road, Johnston

Haverfordwest

SA623NZ

Country

United Kingdom

NUTS code

- UKL14 - South West Wales

The contractor is an SME

Yes

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

Total value of the contract/lot: £398,379

Section VI. Complementary information

VI.3) Additional information

This tender will be run on eTenderwales Bravo Solution.

In order to be considered for this tender you must submit via this portal.

(WA Ref:153192)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom