



Catering Services Tender

1. Introduction

St John Bosco College is seeking proposals from qualified catering service providers to deliver a high-quality catering solution to support the school community. This document outlines the scope of work, service requirements, evaluation criteria, and submission guidelines.

2. Project Background

St John Bosco College is a 11-18, Roman Catholic school, located in Battersea. The school opened in 2011 and moved into a brand-new building in 2015. Benefiting from excellent modern facilities the school has a long tradition of excellence in education on this site, which began with the foundation of Salesian College back at the end of the 19th century.

The school currently employs 141 staff and has a pupil roll of 836 with the potential to reach 1080 at full capacity.

The College is seeking to contract a supplier to deliver a comprehensive catering service. The successful provider will be responsible for offering healthy, nutritious, and affordable meals for students and staff, in line with government guidelines on school food standards.

3. Scope of Work

The scope of the contract will include but is not limited to the following:

- Daily Catering Provision: Breakfast, breaktime snacks, 2 x lunch service, and hospitality for school events.
- Menu Development: Balanced, nutritious, and varied menus that cater for dietary needs (vegetarian, vegan, halal, allergies, intolerances).
- Sustainability: Incorporation of local, seasonal, and ethically sourced produce where possible.
- Health and Safety: Compliance with all relevant food hygiene, health, and safety legislation, maintaining at least a 5-star hygiene rating.
- Facilities and Equipment: Effective management, cleaning, and maintenance of the school's catering facilities and equipment.
- Cashless Payment Systems: Management of cashless catering systems to streamline service and administration.
- Special Events: Provision of catering for parents' evenings, staff training days, and school celebrations.
- External Hire and Catered Events: Provide catering for school lettings and external events, ensuring flexibility, appropriate menu options and consistent quality standards

4. Service Requirements

The selected provider will be expected to:

- Deliver consistent, reliable, and high-quality catering services.
- Provide meals that are affordable for families while remaining commercially viable.
- Ensure clear communication with the school's leadership team, including regular reporting on uptake, satisfaction, and financial performance.
- Train and vet, all catering staff in safeguarding, food safety, and allergen awareness.

5. Staffing and TUPE (Transfer of Undertakings – Protection of Employment) Regulations

It is anticipated that TUPE regulations will apply to the contract. The current catering service is provided by an external provider whose employees may have the rights to transfer under TUPE to the incoming provider.

In respect of these staff the successful provider shall be obliged to:

- Conform to the TUPE regulations 2006
- Provide appropriate staffing levels during all service periods, with contingency cover for sickness and annual leave
- Please see appendix v for details of those employed that may be entitled to transfer under TUPE.
- Any expenses incurred by the contractor in satisfying the necessary arrangements shall be at the contractor's expense

6. Contract Duration

The contract will be awarded for an initial term of 3 years with the option for annual renewal with a maximum term of 5 years.

7. Key Performance Indicators

Performance will be monitored through the following KPI's:

- Meal uptake and student/staff satisfaction
- Compliance with school food standards
- Food hygiene rating (minimum 5-star)
- Punctuality and consistency of service delivery
- Financial transparency and budget adherence

8. Proposal Requirements

Proposals should include:

- Company Profile: Information about the company, experience in the education sector

- Team Proposal: Structure of the team both onsite and supporting, with relevant qualifications
- Service Approach: A detailed approach to delivering the services outlines in the Scope of Works
- Pricing Structure: Indicative menu and tariff for all student meals (paid and free school meals) and staff paid meals
- Innovation and Added Value: Information on any additional services or innovative approaches that would enhance the catering experience
- Case Studies/References: At least 2 examples and references for similar contracts delivered in a school or educational setting

9. Contract Award Criteria

The following representatives from the school will review the proposals:

- Headteacher
- Deputy Headteacher
- Director of Business and Operations
- Facilities Manager
- Governing Body Members

Proposals will be evaluated on the following criteria:

- | | |
|---------------------------|-----|
| • Team and Staffing | 20% |
| • Service Approach | 20% |
| • Experience | 20% |
| • Value for Money | 20% |
| • Case Studies/References | 10% |
| • Added Value | 10% |

Each proposal will be given a score. A proposal considered to be unsuitable shall be rejected at this stage if it does not respond to important aspects of the brief. The school shall notify unsuccessful tenderers of the rejection of their proposal after completing the selection process.

Contracts will be awarded on the absolute discretion of the school and in accordance with internal policies and statutory regulations. St John Bosco College is not required to accept the lowest priced tender.

10. Submission Information and Enquiries

- Proposals must be submitted by 15 October 2025, no later than 12:00, midday.
- The proposals should be submitted electronically to DWatkins1@sjbc.wandsworth.sch.uk
- Clarifications: Any questions regarding this opportunity must be submitted in writing via email and should be directed to:

Dawn Watkins, Director of Business and Operations
DWatkins1@sjbc.wandsworth.sch.uk

Enquires should be submitted by 17:00 on 08 October 2025. All responses will be collated and responses shared with all companies who have submitted an enquiry or expressed an interest in this opportunity by 17:00 on 10 October 2025.

11.Timeline

The key dates in relation to this opportunity are detailed below:

12. Activity	Date
Brief issued	22 September 2025
Submission deadline	15 October 2025
Notification shortlisted companies	16 October 2025
Interviews	w/c 20 October 2025
Appointment of chosen company	w/c 20 October 2025
Initial project start up meeting	w/c 27 October 2025
Contract commencement date	05 November 2025

The above programme is indicative of the schools' timescales.

Appendix i – Outline Service Requirements

School Day and Offering

The catering service at St John Bosco College is structured around the school timetable and must be organised to meet the needs of different year groups at specific times. Students in **Years 7–11 remain onsite throughout the school day**, while students in **Years 12 and 13 are permitted to leave the site during the lunch periods only**. There are 3 points of service, the main service counter, family lunch service and café.

Main Service Counter

The main service counter will form the hub of daily catering, offering hot meals, snacks, and drinks in an efficient and welcoming environment.

- **Breakfast (08:00 – 08:30)**
Provision of a breakfast service from the counter available to all students and staff, offering hot and cold options.
- **Morning Break (10:30 – 10:50, Key Stages 3 and 4)**
Light refreshments and snacks from the counter offering hot and cold options.
- **Lunch Service (12:10 – 12:40, Key Stages 4 and 5)**
Full lunch service from the counter for older students and staff, with a choice of hot and cold main dishes, vegetarian/vegan alternatives.

St John Bosco College staff are present throughout the service periods to manage student behaviour and flow to the main counter for service.

Family Lunch Service

Family Lunch (13:00 – 13:50, Key Stage 3)

The school places strong emphasis on its Family Lunch model, where meals are delivered directly to the table, with seating arranged in three sittings by year group. Food is served sharing-style rather than as individual portions, encouraging students to eat together and develop social and communication skills.

To support the smooth running of Family Lunch, St John Bosco College staff and Sixth Form students actively participate in the service. Their responsibilities include:

- Managing tables and maintaining positive behaviour.
- Ensuring pupils are seated at their designated tables.
- Replenishing water jugs during service and between sittings.
- Overseeing the clearing of tables between services.
- Managing the orderly movement of Years 7, 8, and 9 through the three seatings

Café Area

In addition to the main service counter, St John Bosco College operates café-style service point which complements the main service counter. Designed primarily for Sixth Form students and staff but accessible to all year groups at scheduled times. These areas should provide a more informal and flexible offer, with an emphasis on hot and cold beverages and grab and go items suitable for different times of the day. The café provision must be responsive to demand and offer a comfortable environment that encourages use throughout the day.

Daily Café Timetable:

- **08:00 – 10:30** – Breakfast and refreshments for Key Stage 5 and staff
- **10:30 – 10:55** – Break service for Key Stages 3, 4 and staff
- **10:55 – 12:10** – Break service for Key Stage 5 and staff
- **12:10 – 13:00** – Lunch service for Key Stages 4 and 5 and staff
- **13:00 – 13:50** – Lunch service for Key Stage 3 and staff
- **13:50 – 14:30** – Refreshment service for Key Stage 5 and staff.

Catering Style and Menu Offer

Main Counter Service

The menu options available from the main counter should offer a varied and appealing choice that encourages students and staff to choose healthy, balanced meals. The menu should reflect the diverse cultural and dietary needs to the student and staff community. The offer should include:

- A rotating menu cycle to ensure variety seasonality and interest across the school year
- Hot and cold meal options daily, including vegetarian and vegan choices.
- Halal and other religious or cultural menu options where appropriate to respect the diverse school community
- Fresh fruit and salad available daily to promote healthy eating
- Low-sugar and nutritious snack options during break times encouraging healthier lifestyle choices
- Special theme days and promotional events to engage students, enhance the experience and encourage meal uptake.

Family Lunch Service

Family lunch is an important part of the school experience, the offer should be an adapted version of the main counter service offer, to and must include a hot main meal and a dessert served to the table

Tariffs

The catering provider will be required to operate a transparent and affordable tariff structure that reflects the needs of the school community, while ensuring compliance with government guidance on pricing and free school meal provision.

Key requirements:

- **Affordability:** Tariffs must be competitive and accessible for families, particularly given that over 50% of the school population is entitled to Free School Meals.
- **Current Pricing:** The current main hot meal deal and family lunch offer is £2.50 per student. Bidders are expected to take this into consideration when proposing their tariff structures.
- **Value for Money:** Prices should reflect portion sizes and quality, ensuring students receive a nutritious, balanced meal at a fair cost.

- Consistency: A clear and consistent price list must be available to students, staff, and parents, displayed prominently at service points and online where applicable.
- Range of Options: The tariff should cover the full offer, including main meals, desserts, snacks, drinks, and hospitality/café services.
- Free School Meals (FSM): The provider must ensure FSM pupils receive a complete, healthy meal offer within the daily FSM allowance.
- Staff Tariffs: Pricing for staff meals should be clearly defined and remain proportionate to student tariffs.
- External Events: Separate pricing for hospitality and external hire events should be agreed in advance with the school.

The tariff structure will be subject to approval by the school before implementation and reviewed annually to ensure fairness, sustainability, and alignment with the school's values.

Allergen Management

The catering provider will be required to operate robust systems for allergen management to ensure the safety and wellbeing of all students and staff. This includes full compliance with the Food Information Regulations (FIR) 2014 and Natasha's Law (October 2021).

The provider must:

- Clearly identify and label all allergens present in every dish served, including pre-packed items.
- Maintain accurate allergen information and ensure it is accessible to students, staff, and parents.
- Provide suitable alternatives for pupils with food allergies, intolerances, and other medical or cultural dietary needs.
- Train all catering staff in allergen awareness, cross-contamination prevention, and emergency response procedures.
- Establish clear communication channels with the school to ensure dietary requirements are up to date and effectively managed.
- Ensure that food preparation areas, equipment, and utensils are properly managed to avoid cross-contact risks.

The school expects allergen management to be integrated into day-to-day operations and monitored through regular reporting and compliance checks.

Service Standards

The successful catering provider will be expected to deliver services that meet the following standards:

- Compliance with all relevant statutory and regulatory requirements, including School Food Standards and allergen regulations.
- Maintenance of the highest standards of food hygiene and safety, with a minimum 5-star rating at all times.
- Consistent and punctual service delivery across all meal periods, including breakfast, break, and lunch.
- Staff trained to a high standard in food preparation, customer service, safeguarding, and allergen management.
- Effective systems for customer feedback and continuous improvement.
- Commitment to sustainability, including reducing food waste, minimising packaging, and using locally sourced produce where possible.

Appendix ii – Outline Operational Requirements

General Cleaning

The caterer shall be responsible for the day-to-day cleanliness of demised area – this will be defined in the contract but shall include the kitchen, kitchen storage areas and the areas to the rear of the service areas. Areas should be cleaned to a high standard, ensuring compliance with legal standards and customer accepted standards. The cost of cleaning these premises and equipment shall be met by the caterer.

The caterer's responsibility will include, but not be limited to:

- Floors
- Walls (to a height of 2m)
- Food storage, preparation and service areas
- Catering equipment

Deep Clean

The caterer shall be responsible for arranging and making payment for an annual professional deep clean during the main summer break. This will include but not be limited to:

- Floors
- Walls
- Ceilings
- Food storage, preparation and service areas

If the caterer fails to properly clean these areas or equipment St John Bosco College reserves the right to carry out the works and charge the caterer for the full costs of any works.

Pest Control

St John Bosco College will operate a single vermin/pest control contract which shall include the kitchen and food service areas. The caterer is to act to effectively control vermin and pests in the catering areas.

The caterer shall report to St John Bosco College and y evidence of infestation as soon as it is practicably possible.

Waste Disposal

The caterer shall remove all waste from the kitchen areas to the external bins provided, the caterer shall have the use of the school's waste collection service food recyclable and general waste but make their own arrangements for the removal of cooking oil waste. The caterer shall follow the school's policies regarding recycling and separation of waste,

The caterer shall contract with a waste management service for the removal of cooking oil waste, the frequency and timing of these collections will be agreed with the school before the contract is finalized.

The caterer should demonstrate in the submission a commitment to the reduction of packaging and recycling of waste.

Health, Safety and Hygiene

The caterer will have full responsibility for ensuring that there are robust policies and systems in place to ensure that all current and future legislative requirements are met and that the welfare of staff, students, employees, contractors and visitors to the school are not undermined.

Utilities

St John Bosco College will be responsible for the supply, metering and payment of all utilities used within the catering areas, these shall include but not be limited to electricity, gas and water.

The caterer, when using the school's light, heat, water and general power, will at all times minimize energy and water use to comply with any sustainability policies in place at the school.

Telephone Lines and Internet Access

An external telephone line and access to internet services will be provided to the caterer by St John Bosco College.

The caterer, when using the school's telephone line and internet services will comply with the school's fair and acceptable use policies.

Office Accommodation and Changing Room Provision

Office accommodation and changing room provision is provided to the contractor by the school.

Catering Equipment

St John Bosco College will provide the kitchen, food storage, preparation and serving areas, dining areas and all necessary equipment including freezers and refrigeration, dishwashing and handwashing facilities.

The school will also provide the current level of light equipment, which will be defined in the inventory. Any additional light equipment required to operate the service in line with the caterer's successful bid will be agreed by both parties before commencement of the service.

The caterer shall use any equipment provided by the school in a proper manner and within the manufacturer's guidelines. The

The caterer will be responsible for all consumables necessary for the provision of the service.

Safeguarding

The caterer will be responsible for ensuring that it has taken all necessary steps to ensure that staff comply with vetting and barring scheme and that their staff. The caterer must also ensure that their staff complete all mandatory safeguarding training.

Appendix iii – Student Profile

Student Profile

St John Bosco College serves a diverse community of students aged 11–18. The school currently has 836 pupils on roll, of which 446 (over 50%) are entitled to Free School Meals.

The pupil numbers by year group are:

Year 7	130
Year 8	141
Year 9	135
Year 10	148
Year 11	145
Year 12	85
Year 13	52

Appendix iv – Financial Management

The contract will be let on a 3-year term and the following principles will apply:

1. Family Lunch Commitment

- The provider will invoice the school for all Family Lunch students in Years 7–9 (both FSM-eligible and pupil-paid meals) and the school will be responsible for recovery of payment for pupil paid meals

- The provider must commit to ensuring every student in the Family Lunch programme receives a hot meal and dessert
- Pupil-paid Family Lunch meals will be charged at the agreed tariff (currently £2.50 per student).
- The caterer should provide a single invoice to the school monthly for these meals

2. Free School Meals (FSM)

- For **Key Stages 4 and 5**, FSM will be funded on an uptake basis, meaning the provider is reimbursed only for the meals taken by eligible pupils.
- The provider must ensure FSM pupils receive a full meal offer equivalent to the paid tariff without discrimination.
- Accurate records of FSM uptake must be maintained and reported to the school monthly.
- The caterer should invoice the school monthly for these meals

3. Student and Staff Paid Meals

- Pupil-paid meals (main counter service or café) will be collected at the agreed tariff rates directly to the caterer, either via the schools existing cashless catering system or by credit/debit card at the point of sale
- Staff meals must be paid for directly to the caterer, either via the school's existing cashless catering system or by debit/credit card payment at the point of sale.
- No staff or pupil paid meals are to be invoiced to the school

Hospitality

- All hospitality provision (including refreshments, buffets, formal meals, and external hire events) will be invoiced directly to St John Bosco College at agreed rates, separate from daily school meal charges.
- Menus and price lists for standard hospitality packages must be approved by the school and reviewed annually. Bespoke hospitality menus must be costed and agreed in advance.
- The school shall receive a commission on any external hospitality provided by the caterer, this commission change will relate to the provision of food, beverage and if applicable any furniture hired as part of the booking, commission will not be payable on any staff or transport costs in relation to the hospitality provided.
- Where hospitality is provided for external lettings of school facilities – the caterer will invoice the client directly, the school will not be responsible for the payment of these invoices.
- Invoices must provide a clear breakdown of costs, including staffing, food, beverages, and any additional services.

5. Invoicing and Reporting

- Clear monthly invoices must be submitted, itemising:
 - Total Family Lunch charges (FSM and paid).
 - FSM uptake for Key Stages 4 and 5.
 - Hospitality services.
- Detailed financial reports, including sales by category, uptake levels, and variance against forecast, must be provided to the school leadership team each term.

6. Accountability and Transparency

- All financial transactions must be transparent and auditable.
- The provider must collaborate with the school's finance team during audits or reviews.

Appendix v - TUPE Information

Job Title	Hours	Weeks Paid Per Year
Catering Manager	37.5	43.2
General Kitchen Assistant	30	43.2

General Kitchen Assistant	25	43.2
General Kitchen Assistant	25	43.2
General Kitchen Assistant	20	43.2
General Kitchen Assistant	16.25	43.2
General Kitchen Assistant	16.25	43.2
General Kitchen Assistant	16.25	43.2