

THE ENGLISH SCHOOL

CANTEEN SERVICES TENDER DOCUMENT

12 Apr 2023

Contents

<u>1.</u>	<u>Scope</u>	3
<u>2.</u>	<u>General Requirements</u>	5
<u>2.1</u>	<u>Health & Safety</u>	5
<u>2.2</u>	<u>Capital expenditure</u>	5
<u>2.3</u>	<u>Operations</u>	6
<u>2.4</u>	<u>Environmental Considerations and Responsibilities</u>	6
<u>2.5</u>	<u>Other</u>	7
<u>3.</u>	<u>Product offerings</u>	9
<u>3.1</u>	<u>Requirements</u>	9
<u>3.2</u>	<u>Special dietary requirements</u>	9
<u>3.3</u>	<u>Sale restrictions</u>	9
<u>4.</u>	<u>Tender Submission Requirements</u>	10
<u>4.1</u>	<u>Documentation</u>	10
<u>4.2</u>	<u>Submission Deadline</u>	12
<u>4.3</u>	<u>Contact Information</u>	12
<u>5.</u>	<u>Hygiene rules</u>	13
<u>5.1</u>	<u>Personal cleanliness</u>	13
<u>5.2</u>	<u>Hygiene during food preparation</u>	14
<u>5.3</u>	<u>Canteen area hygiene</u>	14
<u>5.4</u>	<u>Buying and storing food</u>	15

1. SCOPE

The English School (the “School”) is seeking proposals from experienced and qualified caterers (the “Canteen Operator”) to provide canteen services to the School’s students and staff. The successful service provider will be responsible for the management, operation, and maintenance of the School canteen.

The scope of services for the Canteen Operator includes:

- a. Provision of healthy and nutritious meals for students and staff.
- b. Management and operation of the canteen, including the purchase of food and supplies.
- c. Maintenance and cleaning of the canteen and kitchen area.
- d. Adherence to all relevant health and safety regulations.
- e. Compliance with the school's dietary guidelines.
- f. Provision of a cashless system for ordering and paying for food.
- g. Collaboration with the School to ensure the canteen service meets the needs of students and staff.

Relevant School information

	Morning (7am to 2:30pm)	Afternoon (2:30pm to 5pm)
Students	1.100 (12 to 19 years old)	50
Staff	140	
Parents	-	
Canteen	1. Main canteen (serving everyone except students in years 6 and 7) 2. Student Centre canteen (serving year 6 and 7 students - 300 persons)	Only Main canteen.

Break times	Two 20-minute breaks, at around 9:35am and 11:35am.	-
Non-working days	<ul style="list-style-type: none"> • 1st July – 31st Aug • Xmas – 2 weeks • Easter – 2 weeks • National holidays • Half-terms – 3 days end of October, 5 days in February. 	Same as School except half-terms.
Other	The canteen may be requested to provide catering for School events that may take place any day between 25 August and 30 June, and any time between 8am to 10pm.	

Contract period: A minimum of 5 years – this will be discussed and agreed with the shortlisted candidates depending on the agreed investments in the canteen areas and annual rent. The contract may be further renewed conditional on the School’s assessment of the quality of services received.

2. GENERAL REQUIREMENTS

2.1 Health & Safety

- a. The Canteen Operator must strictly follow all hygiene, health and safety rules per Section 5 of this document.
- b. The Canteen Operator is solely legally liable for any health problems caused by items sold by the canteen, as well as any accidents in the canteen areas.
- c. The School has the right to carry out spot inspections at the canteen.
- d. Satisfaction surveys with students and staff will be carried out by the School and shared with the Canteen Operator as formal feedback for continuous improvement.
- e. Insurance of canteen staff/contents/other required cover is the responsibility of the Canteen Operator.
- f. The Canteen Operator and any person employed by them must submit the following to the School every year:
 - Health certificate from a government hospital (including examination for salmonella, parasites and skin diseases).
 - Police certificate of clean criminal records and confirmation that all canteen employees are not registered in the sexual offenders list.

2.2 Capital expenditure

The Canteen Operator is requested to invest in the improvement of the canteen premises. We envisage the investment to focus on functional and aesthetic upgrades that will create a welcoming and comfortable atmosphere for the students. This may include, but is not limited to, expanding seating areas, upgrading arrangements and tables, providing appropriate cover and air conditioning, improving ventilation systems, and incorporating visually appealing design elements.

Additionally, it is essential to ensure that the canteen premises meet high standards of cleanliness, hygiene, and food safety, thereby instilling confidence in the students and their families regarding the quality of the dining experience.

The Canteen Operator may not make any material changes to the School Canteen without the prior approval of the School. In such a case, the Canteen Operator has the obligation to restore the Canteen at their own expense to its previous status upon departure, unless otherwise agreed with the School.

2.3 Operations

- a. The canteen manager must be on the premises of the School Canteen on all days and times the canteen is open.
- b. The Canteen Operator must ensure that adequate staff is available at any time to meet the needs of the School/Institute, with particular emphasis at peak times such as break times.
- c. During non-break hours, only water may be sold by the canteen. Food may be made available only on the request of the nurse and a member of the teaching staff. The canteen will close its doors immediately after the end of breaks.
- d. The canteen shall not be open for the sale of goods or for any other purpose at any other times without the School's permission.
- e. Vending machines will be placed in spots agreed with the School. All related costs (e.g. electricity, maintenance, repairs) are the responsibility of the Canteen Operator.

2.4 Environmental Considerations and Responsibilities

Overview

The Canteen Operator must comply with all applicable environmental regulations and the standards set forth in this section, to minimize the environmental impact of the school canteen. These standards include, but are not limited to, the use of sustainable materials, waste management, and energy efficiency. The objective is to create an eco-friendly, sustainable, and healthy environment for the students and staff.

Sustainable Materials

- a. The canteen operator must commit to eliminating single-use plastics, including straws, cutlery, and packaging. Biodegradable or reusable alternatives should be used where possible, such as paper straws, wooden or metal cutlery, and compostable packaging.
- b. Biodegradable or compostable packaging materials must be used for take-away meals and snacks.
- c. The operator must use eco-friendly cleaning products and supplies to minimize chemical pollution.

Waste Management

- a. The Canteen Operator must implement a comprehensive waste management plan that includes recycling, composting, and proper disposal of non-recyclable waste.
- b. A separate collection system must be established for recyclables, food waste, and other waste materials.
- c. Provision of clearly labelled and easily accessible waste bins for students and staff.

Energy and Water Conservation

- a. The Canteen Operator must use energy-efficient appliances and equipment to reduce energy consumption.
- b. Lights and other electrical appliances should be turned off when not in use.
- c. The Operator must implement water-saving measures, such as installing low-flow faucets and regularly monitoring for leaks.

2.5 Other

- a. Provision of a detailed menu and prices for each item.
 - This will be reviewed and approved by the School before the beginning of each academic year.
 - A list of the approved prices of all goods offered for sale shall always be prominently displayed at canteen premises.

- The items on sale will only be those noted in the approved list.
 - The School has the absolute and unilateral right to withdraw any products from the canteen if it deems this necessary to protect the health of students or for any other reason.
- b. All standard kitchen equipment is included on site and may be inspected by all applicants. Specialty (and all other not provided) equipment is the responsibility of the Canteen Operator.
- c. The Canteen Operator must provide to the School key financial figures on an annual basis, including turnover and expenses/investments made for maintenance or improvements.

Failure to meet any of the agreed terms or by negligence of the Canteen Operator, gives the right to the School to terminate the agreement by giving notice of sixty days. In such a case, the Canteen Operator will have no claim for damages or other compensation for loss of profit against the School.

3. PRODUCT OFFERINGS

3.1 Requirements

- a. Deep-fried food (e.g. fried potatoes, fried chicken) shall only be served once a week (not per item) at a maximum.
- b. Salad and fruit options must always be available.
- c. All fresh and cooked food must use fresh materials - no reused materials from previous days are allowed.
- d. Freshly brewed coffee must be available at both canteens.

3.2 Special dietary requirements

Some students may require special diets for medical reasons. The Canteen Operator should try to meet these needs as far as possible. The canteen will be informed for special dietary needs of specific students.

3.3 Sale restrictions

The supply of the following items is not allowed:

- a. Energy drinks and flavoured mineral waters with high sugar content.
- b. Chewing gum.

4. TENDER SUBMISSION REQUIREMENTS

4.1 Documentation

Tender submissions must include the following information:

	Submission requirements	Notes and evaluation criteria
1	Information on the service provider's experience and qualifications in managing and operating a school canteen.	<ul style="list-style-type: none"> • Proven experience and qualifications in catering and food service management. • References - two client contacts (client name, contact name, telephone number) • Assessment weight: 20%
2	A detailed proposal outlining the service provider's approach and plans for managing and operating the canteen.	<ul style="list-style-type: none"> • Demonstrated ability to run the operation effectively and efficiently. • Assessment weight: 10%
3	Evidence of compliance with relevant health and safety regulations. These should be supplied to the School every year of the canteen's operation.	<ul style="list-style-type: none"> • Relevant government licences. • HACCP or ISO certifications. • Ability to provide a safe and hygienic environment. • Assessment weight: 10%
4	A sample daily and weekly menu with pricing estimates. (Shortlisted candidates will be asked to provide a representative sample of food and drinks)	<ul style="list-style-type: none"> • Be able to provide healthy food and snacks of excellent quality, including options for persons with allergies, vegetarians, vegans etc. • Pricing and cost-effectiveness of the proposal. • Ability to meet the needs of a diverse student population.

	Submission requirements	Notes and evaluation criteria
		<ul style="list-style-type: none"> Assessment weight: 10%
5	Order and payment options available to canteen customers.	<p>It is expected that, for the sake of efficiency:</p> <ul style="list-style-type: none"> Orders can be made online. Payments can be made in advance and using a cashless method. Ideally, a mobile phone app/website (in the style of Foody) should be available. Assessment weight: 10%
6	Any other relevant information that may be helpful in the School's assessment.	
7a	Proposed investments for upgrade of the 2 School canteen areas.	<p>Assessment weight: 40%</p> <p>Notes for rent payment:</p> <ul style="list-style-type: none"> Rent will be paid to the School in 9 equal monthly instalments (30th Sep to 31st May).
7b	Annual rent payable to the School.	<ul style="list-style-type: none"> Electricity, cleaning and canteen maintenance & repairs are under the canteen operator's responsibility.

As noted above, the qualitative criteria carry a weight of 60% to the School's assessment, while the supplier's investment plans and annual rent proposal carry the other 40% of the assessment weight.

4.2 Submission Deadline

Tender submissions must be delivered in sealed envelope at the School's reception by 2pm on May 12th 2023. It is kindly requested that a USB stick is included, with all tender documents in electronic form.

4.3 Contact Information

All enquiries and submissions should be directed to the School's Chief Financial Officer, Andreas Moyseos, at andreas.moyseos@englishschool.ac.cy , office phone: 22 799 321 or mob: 99 568 789.

5. HYGIENE RULES

Hygiene in the canteen area includes:

1. Personal cleanliness
2. Hygiene during food preparation
3. Canteen area hygiene
4. Buying and storing food

5.1 Personal cleanliness

Personal cleanliness is how each person prepares themselves to work in the kitchen preparing food. Hands, mouth, nose, hair and ears must be clean because they can carry dangerous bacteria that can be transmitted to the food.

To ensure proper personal hygiene:

- Wash hands carefully before and after handling food. Use warm water, liquid soap and paper towels or a hot air hand dryer (never a towel) or special hand sanitizer.
- Always wash your hands after using the toilet.
- Cover any wounds with a waterproof bandage.
- Do not wear rings or other jewellery.
- Keep nails short and clean.
- Do not lick your fingers when preparing food. Bacteria from the mouth can be transferred to food.
- Do not smoke in the canteen area (If you have smoked outside the canteen, wash your hands immediately afterwards).
- Do not cough or sneeze over food.
- Wear a special cover or cap on your head.
- Always wear a clean white shirt when preparing food.

5.2 Hygiene during food preparation

Food can become contaminated during preparation and cooking, so careful handling and storage is required. Foods must be cooked through to the inside to kill any bacteria that may be present (e.g. a good roast for sandwiches).

For proper food preparation:

- Wash cutlery, tongs and utensils using dishwashing liquid and hot water after each use.
- Handle the glasses and cups in the right way - do not put your fingers inside them.
- Avoid contamination of raw and cooked foods by using separate cutting boards for raw and cooked meats.
- Use a separate board for vegetables (tomato, etc.).
- Avoid contamination of foods by avoiding placing them close to each other.
- Store raw and cooked food separately.
- Prepare the sandwiches in a separate area, suitably designed for this purpose. Clean the counter before and after use.
- Wash vegetables thoroughly with water, salt or vinegar.
- Cover all food with food grade nylon or clean disposable paper or food mesh

5.3 Canteen area hygiene

- Wash work surfaces, tools and utensils with warm soapy water and disinfectant liquid before and after use.
- Make sure the tools and utensils you use are clean before storing them and place them in closed clean cabinets.
- The presence of animals or birds in the canteen area is strictly prohibited. Smoking is also strictly prohibited anywhere in School areas.
- Take appropriate measures to prevent the appearance of flies, cockroaches, and rodents.
- Keep storage areas, cupboards and fridges clean.

- Store glasses and cups in special cabinets with doors.
- Always keep the trash cans closed and empty them frequently.
- The Canteen manager must ensure that water in use is suitable and filtered and must be checked 4 times a year with analysis being presented to the Board of Management.

All canteen staff must wear a uniform, appropriate clothing and headwear.

5.4 Buying and storing food

- Store raw food separately from cooked food to avoid contamination.
- Use glass or stainless-steel containers for food storage.
- Avoid leaving perishables in a warm place or in the car.
- Store food in the refrigerator as soon as you receive it (milk, yogurt, etc.).
- Keep food in suitable refrigerators that do not have rusty racks.
- Place special thermometers in the refrigerators to ensure the temperature is at or below the recommended limits for each food category.
- In the canteen area there must be a suitable warehouse for the storage of raw materials which must be kept clean.
- Check the dates on stored food and do not store food with expired dates.
- Store food following the manufacturer's packaging instructions.
- Store foods that are not packaged, such as the raw materials for the preparation of sandwiches or other foods, covered in a separate rack in the refrigerator.
- Always keep the refrigerators clean and use appropriate materials to disinfect them.

Finally, full compliance is expected to the law: “Ο περί Σχολικών Κυλικείων Νόμος του 2000 (60(I)/2000)” as well as any other laws, regulation or guidance by relevant official bodies.