

Suffolk Growth Partnership Board – Get Fit to Bid workshop
A possible Model Answer

Tender Response form

Q 1	Group	Service Delivery	Weighting	40%
<p>Question</p>	<p>Using the service specification as a basis please describe the tea making service you will deliver.</p> <p><i>In your answer please cover the following elements, including evidence to support your answer:</i></p> <ul style="list-style-type: none"> <i>How you will ensure you deliver the against the outcomes</i> <i>How you will provide the service described</i> 			
	<p>Bidders must write their response in the box below.</p>			
<p>We are locally based business that has vast experience of delivering a high quality tea service, this includes currently delivering a service to 4 offices, encompassing 4,000 staff, within Suffolk and Norfolk and being rated as a 5 star service within our last contract review with our client, 'The Office' in Lowestoft. We are continuously looking to develop our services and undertake satisfaction surveys on a quarterly basis with all of our customers.</p> <p>To support your organisations aim of increasing staff productivity and reducing stress, we will deliver a trolley tea and coffee service to all staff with a wide range of teas and coffees, such as a selection of caffeine free fruit tea, English breakfast tea, decaf and non-decaf coffee and flavoured coffees. During the summer months we will also offer a selection of cold beverages including bottled water and juice. In addition to the trolley service around the premises we will have a main serving point set up in the seating area so employees can get their own drinks if they wish to do so. This area will have comfortable seating, magazines and calming music to help your staff destress and take the breaks they require to return to work refreshed and ready to work. We are also currently trialling a new app which would allow customers to pre-order their refreshments by a smart phone app and these would be delivered at their specified time; we would love to have the opportunity to roll this service out within your organisation.</p> <p>We currently offer a selection of cakes, biscuits, fruit and other healthy snacks for customers, this selection can be adapted to your organisations needs and requirements. For example, we can cater for gluten free, vegan and allergies. We also give all our customers a free 'snack' with every 5th tea or coffee that they buy with us.</p> <p>All of our employees are qualified to a minimum standard of City & Guilds level 2 in Tea Making, with the manager on site qualified to a level 4. We are continuously providing further professional development for our staff members, for example all our employees undertake a certificate in food safety, health and hygiene, health and safety in the workplace and first aid.</p>				

Q 2	Group	Service Delivery	Weighting	20%
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Question	<p>Please outline how your service will ensure that it is providing social value through its delivery.</p> <p><i>In your response please use evidence to support and describe the initiatives you will employ to provide social value within this service provision.</i></p>
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Bidders must write their response in the box below.

As a locally based business we are focused on providing value to our local community. To achieve this, we are delivering social value through:

- Continually looking for ways to reduce our carbon emissions and reduce our environmental impact, such as by:** offering our staff a cycle to work scheme, only sourcing refreshments and snacks that is fair trade and locally sourced. We promote the use of employees’ own cups and also offer loyalty reusable cups – you borrow the cup to begin with and after 10 teas you own it. We manage this through a loyalty card / stamp system. We only use bamboo stirrers and biodegradable cups for takeaway. We will also ensure that all of our rubbish is disposed of correctly and safety, and we aim for 75% of our materials to be recycled.
- Supporting our local economy and skills assets:** We currently employ 1 apprentice that is undertaking training at the local college however if we were awarded this contract, we would look to employ another. We believe in supporting the community’s young people in to training and full-time employment to support our local economy.

For each of our clients we ask them to choose a charity that is close to their heart and we provide 5% of our profits to the charity of your choosing at the end of the financial year.

Q 3	Group	Human Resources & Training	Weighting	20%
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Question	<p>The tea making service is an essential part of every-day office functioning and tea making staff need to have the right skills. Please describe how you will continue to develop the existing and future workforce to ensure the service provision is fit for purpose.</p> <p><i>Please describe using evidence how current and new skills development will be continually supported to meet existing and new ways of working.</i></p>
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Bidders must write their response in the box below.

We hope that you will have noted throughout our response that our employees are the heartbeat of our business and we aim to offer them the support and development they need to thrive in their role. To achieve this, we offer a standard set of yearly refresher training that is mandatory to carry out, such as:

- Certificate in food safety
- Certificate in health and hygiene
- Certificate in health and safety in the workplace
- Certificate in first aid in the workplace.

All of our employees are trained to a minimum standard of City & Guilds level 2 in Tea Making, with the manager on site qualified to a level 4. We offer all of our staff the opportunity to take up further qualifications if they so wish the opportunity to shadow managers in additional tasks such as stock taking and booking keeping if this is an interest to them.

We welcome our employees to seek out new learning and development opportunities, whether this be online courses or longer-term qualifications with the local college, such as a qualification in catering or customer services. We have a training and development budget available for this.

All of our employees have personal development plans and regular review discussions are held between them and their managers. This review also allows employees the opportunity to suggest new and innovative ways of delivering our service.