



**Tender for : NPS-FOOD-0068-16**

**NPS FRAMEWORK AGREEMENT FOR THE SUPPLY AND  
DISTRIBUTION OF FRESH FOOD AND BEVERAGES  
(INCLUDING FROZEN MEAT)**

**Technical Evaluation Response**

**Please insert your Company Name and Contact Details Here**

<b>Company Name:</b>	
<b>Address:</b>	
<b>Contact Name:</b>	
<b>Job Title:</b>	
<b>Telephone Number:</b>	
<b>Email Address:</b>	
<b>Website Address:</b>	



**Tender for NPS-FOOD-0068-16**

**NPS FRAMEWORK AGREEMENT FOR THE SUPPLY AND DISTRIBUTION OF FRESH FOOD AND BEVERAGES (INCLUDING FROZEN MEAT) Technical Evaluation Response**

Evaluation Scoring Guidance and Method Statement	
Part 1	Evaluation Scoring Guidance
Part 2	Evaluation Criteria for Non-Commercial Elements
Part 3	Method Statement Questions

**Part 1 – Evaluation Scoring Guidance**

This template will be used by the Evaluation Panel to score the questions that require scoring and is being provided to bidders for guidance and completion.

Tender Award Criteria	Weighting
Technical Criteria:	70%
Commercial Criteria:	30%

This technical questionnaire is weighted at 70% of the total score and consists of subject area specific questions. Each section consists of the following:

- Relevant question(s);
- Page Limit (any words provided after the acceptable page limit for each question will not be evaluated);
- Marks allocated to each question and minimum scoring threshold per question; and
- Question response guidance:- an overview of what bidders will be expected to provide as part of their response.

Please only include pictures/images or embed documents as part of your response **if requested.** Otherwise they will not be evaluated.

**NB as stated at 10.3.3 of the Instructions to Tenderers, Bidders will not progress to the next stage of the evaluation process if their technical / quality submission receives:**

- a zero marking for an individual question;
- if a moderated score below the questions minimum score threshold is obtained (see Table 1);
- and /or if a total overall moderated score of less than 50% is achieved.

Bidders should be aware that each question can only be evaluated against the specific response to that question. Evidence provided in response to other questions cannot be considered.

Please do not save your response as a PDF prior to uploading to the electronic tendering system.

<b>Table 1 AWARD CRITERIA FOR TECHNICAL / QUALITY QUESTIONS (Maximum available score of 70%)</b>			
<b>SECTION A:- Account Management (25% of the maximum technical score of 70%)</b>			
<b>Question Number</b>	<b>Question</b>	<b>Section Weighting (The weighting of each section adds up to 100%)</b>	<b>Minimum Score Threshold (The attribution of a Moderated Score below the minimum score threshold will result in a non complaint tender response / bid submission)</b>
1a	Quality and Product Consistency	30%	60
2a	Complaints Management	20%	40
3a	Emergency Product Withdrawal Process	30%	60
4a	Customer Relationship Management	10%	25
5a	Change Management	10%	25
<b>SECTION B:- Supply Chain Management (25% of the maximum technical score of 70%)</b>			
<b>Question Number</b>	<b>Question</b>	<b>Section Weighting (The weighting of each section adds up to 100%)</b>	<b>Minimum Score Threshold (The attribution of a Moderated Score below the minimum score threshold will result in a non complaint tender response / bid submission)</b>
1b	Order and Delivery Process	20%	40
2b	Product Development and Reformulation	10%	25
3b	Contingency Management	10%	25

**NPS FRAMEWORK AGREEMENT FOR THE SUPPLY AND DISTRIBUTION OF FRESH FOOD AND BEVERAGES  
(INCLUDING FROZEN MEAT)**

Ref: NPS-FOOD-0068-16 Document 5 Schedule 5.2 Final V1.0

4b	Food Safety	40%	60
5b	Nutritional Requirements	20%	40
<b>SECTION C:- Sustainability (20% of the maximum technical score of 70%)</b>			
<b>Question Number</b>	<b>Question</b>	<b>Section Weighting (The weighting of each section adds up to 100%)</b>	<b>Minimum Score Threshold (The attribution of a Moderated Score below the minimum score threshold will result in a non complaint tender response / bid submission)</b>
1c	Sustainability	75%	25
2c	Modern Slavery	12.5%	25
3c	Welsh Language Standards	12.5%	25
	Community Benefits	Not Scored	

**Part 2 - Evaluation Criteria for Non-Commercial Elements**

**Scoring Guidance for Sections A, B and C:**

<b>Table 3 Question Assessment Methodology</b>		
<b>Percentage of the Available Mark</b>	<b>Category</b>	<b>Description</b>
<b>100</b>	Excellent	The response is outstanding and fully addresses and meets all the requirements of the question, with full details and evidence (where required) provided to support the response. The response inspires total confidence of the Bidder's ability, capacity and willingness to supply with no risk for the Client and it's Participating Organisations.
<b>80</b>	Very Good	The response addresses comprehensively and meets all the requirements of the question, with full detail and evidence (where required) provided to support the response with very minor reservations or weakness in a few areas. It represents very low risk for the Client and it's Participating Organisations.
<b>60</b>	Good	The response addresses appropriately and meets the requirements of the question, with detail and evidence (where required) provided to support the response. There are minor reservations or weakness in a few areas. It represents low risk for the Client and it's Participating Organisations.
<b>40</b>	Acceptable	The response addresses adequately and meets the requirements of the question, with some detail and evidence (where required) provided to support the response. There are reservations or weakness in a few areas. It represents some acceptable risk for the Client and it's Participating Organisations.
<b>25</b>	Poor	In several significant areas, the response to the question fails address and meets the requirements. Little or no detail and evidence (where required) has been provided to support and demonstrate that the Bidder will be able to provide the requirements. There are considerable reservations as to the Bidder's proposal. The response represents a significant risk for the Client and it's Participating Organisations.
<b>0</b>	Non Compliance	No response at all or insufficient information provided in the response such that the proposal is totally un-assessable and/or incomprehensible.

### **Part 3 – Method Statement Questions**

#### **Section A – Account Management**

##### **[Question 1a]: Quality and Product Consistency**

###### **Question Requirement: -**

Please provide a method statement explaining how you will ensure that product quality consistency will be achieved throughout the duration of the framework, across the entire range of product lines that you are bidding for. i.e. how products supplied will be fully compliant and constant with the product descriptions / specifications communicated within this ITT.

The method statement should include a clear explanation of the following:-

- The processes that are to be used to ensure product consistency through out the duration of the framework (i.e. Raw material, production, storage, distribution);
- How products will be Quality Assured, including Auditing, and Reporting procedures;
- How risk will be managed - i.e. the Risk Management processes relating to product consistency.

###### **Response Guidance:-**

###### **Bidders should provide a response which evidences:-**

###### **Sound Knowledge of Product Specifications:-**

- Business procedures and methods of obtaining and understanding product specifications and the parameters that you are permitted to work within / quality check against.

###### **Details of effective monitoring processes:-**

- The types of checks undertaken - e.g. visual, storage, infestation control, allergen content, cross contamination, temperature control, microbiological testing etc.;
- Process for setting product tolerance levels and subsequently measuring deviation;
- How results of the quality assessments are accurately compared against product standards;
- How exceeded product tolerance (deviations from the norm) are dealt with, reported and remediated;
- Process for ensuring that product labelling is consistent and fully meets legal requirements.

###### **How effective quality checks are maintained:-**

- The process for ensuring that Food Safety and Hygiene requirements are followed at all times when carrying out quality checks;
- Competency of assessors.

Effective reporting and record keeping:-

- Details of reporting mechanism for accurately recording the results of the quality checks (e.g. HACCP documentation, Quality Management System ISO 9001);
- Details of the mechanism for communicating the results and actions from the quality checks to the relevant parties.

Remedial Action:-

- Processes for corrective action if any products are deemed to be substandard and or not compliant with the specification e.g.:-
  - Rejection
  - Reporting
  - Quarantine
  - Non Acceptance of damaged goods
  - Product isolation - until decision taken
  - Product recall and replacement

**[Answer 1a]: Quality and Product Consistency**

**Response:**

Max. 4  
sides A4;  
Arial; Size  
12; Single  
line  
spacing;  
Normal  
margins

**Scoring Guidance: Weighting of 30% of the total Account Management Score  
Minimum Scoring Threshold = Moderated Score of 60**

## Section A – Account Management

### [Question 2a]: Complaints Management

#### Question Requirement: -

Please provide your methodology for the complaints management process.

The explanation should include details on the following:-

- Policy and complaints handling procedure - specifically explaining how you will comply with the complaints handling requirements specified at Part 5 of the specification / Statement of Requirements documentation;
- Process that will be used for clear identification of all possible complaint sources
- How complaints will be captured;
- Investigation process that will be used to establish root cause;
- Process that you propose for corrective action;
- Process that you will use for recording complaints and subsequent actions - including Data Analysis - complaint trending and analysis;
- Process that you will use for communicate efficiently and effectively to all relevant parties i.e. Regulatory Authority, Manufacturer, distribution chain, NPS and its Customer Organisations;
- Process that you propose for monitoring continuous improvement.

#### Response Guidance:-

Complaints represent one of the most important information sources for any food supply management system. They provide a food business with the opportunity to identify emerging or existing problems and take actions early to prevent a crisis.

Bidders should provide a response that demonstrates understanding of and compliance with our complaints management requirements set out in Part 5 of the Specification / Statement of Requirements. The response should detail a fit for propose approach that delivers a robust complaints management process demonstrating:-

Clear explanation of your complaints policy:-

- The policy should be consistent with legal and commercial requirements and sufficient to ensure customer protection;
- The policy should describe the managements commitment to the customer and the application of resources to support the complaints handling process;
- The policy should detail the criteria that will trigger a review of complaint performance and any subsequent changes required to address shortfalls or make improvements to the process.

The Process:-

- Clear detailed explanation of the complaints management process that provides the evaluators with evidence that the proposed process will comply with the requirements stipulated at Part 5 of the specification / Statement of Requirements documentation, providing a robust complaint management solution.
- A detailed explanation of the process followed in handling complaints including:-



- **Complaints capturing** - how complaints information and data will be captured / logged when received
- early identification of potential consumer safety issues/escalation process
- complaints investigation process - investigation and root cause analysis to ensure that resultant corrective actions are focused on preventing re occurrence
- complaints risk assessment
- Analysis and reporting - monitoring of trend analysis and subsequent communication to the NPS
- Management Review
- **Corrective Action** - How you will ensure effective timely and sufficient action regarding High/ Critical Risk, Medium Risk and Low Risk Complaints (as defined in Part 5 of the Specification/ Statement of Requirements), to prevent or reduce the impact of the issue on the customer and preventing further reoccurrence. Details of the process for review of effectiveness of actions and close out. Details of communication mechanism to inform NPS and customers.
- **Crisis and incident management** (recalls and withdrawals)

Continuous Improvement:-

- Details on how information collected from the complaints handling process will be used to drive continuous improvement:-
  - Policy:- review to ensure policy remains effective
  - Objectives:- targets set and plans in place to reduce levels of complaints and worst offending categories / products
  - Management Review

**[Answer 2a]: Complaints Management**

**Response:**  
Max. 4 sides  
A4; Arial;  
Size 12;  
Single line  
spacing;  
Normal  
margins

**Scoring Guidance: Weighting of 20% of the Account Management Score  
Minimum Scoring Threshold = Moderated Score of 40**

## Section A – Account Management

### [Question 3a]: Emergency Product Withdrawal Process

#### Question Requirement: -

Please provide a method statement explaining your policies and processes for effective handling of Emergency Product Recalls/Product Withdrawals. Your method statement should include details of the following:-

#### Company Policy:-

- Company Policy on the Emergency Product Recall and Withdrawal Process

Recall /Emergency Withdrawal Process that you will use in areas that include but may not be limited to:-

- The food incident team/ individual / product recall committee - roles and responsibilities and competency of the team/ individual / committee;
- The Process for managing initial information;
- The process for identifying unsafe food and subsequent decision making process for product recalls and withdrawals, i.e. recall classification, risk assessments, response times and timeline for remedial action etc.;
- Mechanism for recording incidents and subsequent actions taken - including Data and trend analysis;
- Process for removing unsafe food from the market including communication with manufacturers, producers, distributors, NPS and consumers and relevant Regulatory Authorities and Food Safety Certification Bodies;
- Procedures for removing unsafe food from the market / consumer;
- Procedures for closing the product recall / withdrawal;
- Process for disposal of unsafe food;
- Mechanism for reviewing the food recall / emergency product withdrawal process.

#### Response Guidance:-

#### Emergency Product Withdrawal Process

Effective Product Recall and Withdrawal is a fundamental requirement of the Framework Agreement. Bid responses should provide evidence to the technical evaluation panel that the bidder has robust policies and processes in place to protect public health by facilitating the effective and efficient rapid identification and removal of unsafe food from the distribution chain and effective communication mechanisms for informing consumers of the presence of potentially hazardous foods that may have been provided under the Framework Agreement.

Bidders should provide a response which evidences:-

#### Policy:-

- Robust company policy on Product Recall and Withdrawal which includes company objectives goals and compliance with legislation;
- Targets and plans in place to reduce risk levels regarding need for Product Recalls / Withdrawals

Recall and withdrawal Process:-

- Competency of the bidders food incident team/ individual or committee - to provide the technical evaluation panel with evidence that the team have both the capacity and the capability to effectively manage the recall of food that has been determined as being unsafe or unsuitable;
- Effective decision making and governance structure in place;
- Team / Committee are competent and processes are in place to ensure effective and timely:-
  - Assessment of the overall problem;
  - Notification to relevant regulatory authorities;
  - Competently evaluate the hazard and extent of the actual or potential contamination;
  - Assess risk and determine scope of recall;
  - Determine effective strategy / action plan;
  - Communicate efficiently and effectively to all relevant parties i.e. Regulatory Authority, Manufacturer, distribution chain, and consumer.
- Robust process for regaining control of affected stock (when appropriate). Return of affected stock, subsequent storage and if appropriate disposal;
- Robust data capture and MI reporting and monitoring processes to demonstrate effectiveness of Product Recalls / Withdrawals;
- Process for final report to the Regulatory Authorities and the NPS and its Customer Organisations post closure of Recall and Withdrawal.

**[Answer 3a]: Emergency Product Withdrawal Process**

**Response:**

Max. 5 sides  
A4; Arial;  
Size 12;  
Single line  
spacing;  
Normal  
margins

**Scoring Guidance: Weighting of 30% of the Account Management Score  
Minimum Scoring Threshold = Moderated Score of 60**

## Section A – Account Management

### [Question 4a]: Customer Relationship Management

#### Question Requirement: -

Please describe how you will build effective relationships across all of the Customer Organisations driving optimum uptake of the framework by ensuring efficient and timely delivery of all Customer Organisation requirements.

Your response should demonstrate how you will:-

- Manage the account and interface with the customers - A description of the account management personnel that will interface with customers, including evidence of the personnel's relevant skills and capabilities
- The systems that you will use to manage the account
- How you will ensure that you will be able to maintain flexibility and capacity throughout the length of the framework to respond to a diverse customer base, with both small and large demands across the geographical zones that you have bid for.
- Your approach / processes to proactive contract management both with the Customer Organisations and with the client (strategic level).
- Your processes to ensure robust and timely KPI reporting

#### Response Guidance:-

Customer relationship management is an important aspect of this Framework Agreement. The technical evaluation team is seeking evidence that bidders have:-

- Experienced and skilled personnel that has the ability to interact effectively with Customer Organisations / Client, building effective sustainable business relationships;
- Capacity and capability to provide a consistent quality service across a diverse range of Customer Organisations located within the geographical zones that the bidder is bidding for irrespective of the size of the individual customer accounts (i.e. value of the Customer Organisations spend);
- Ability for the bidder to grow and improve business relationships with customers (Customer Organisations) specifically focusing on driving initial customer uptake of the framework and there after maintain customer / end user retention (i.e. maintaining and growing framework usage);
- Effective processes / mechanisms in place for managing the framework, proactively driving continuous improvement – processes for analysing operational (service delivery) performance, managing and reducing risk, regular contract review meetings and effective KPI reporting mechanisms.

<b>[Answer 4a]: Customer Relationship Management</b>	
<b>Response:</b> Max. 2 sides A4; Arial; Size 12; Single line spacing; Normal margins	
<b>Scoring Guidance: Weighting of 10% of the Account Management Score Minimum Scoring Threshold = Moderated Score of 25</b>	

<b>Section A – Account Management</b>	
<b>[Question 5a]: Managing Change</b>	
<p><b>Question Requirement: -</b>                  Please describe how you will ensure you are able to respond to / manage the changing needs of the Customer Organisations through out the lifetime of the framework.                  Your response should clearly describe how you will respond to the following:-</p> <ul style="list-style-type: none"> <li>• Product Development: - Product Innovation;</li> <li>• Changes to delivery requirements: - meet the needs of Customer Organisations changing demands whilst maintaining flexibility and capacity;</li> <li>• Substitutability:- Propose product substitutions that improve availability for customers and offer Value for Money throughout the duration of the framework whilst delivering to agreed quality and nutritional standards;</li> <li>• Changes to Policy and Legislation by supporting product adaptation / innovation and or the sourcing of compliant alternative products;</li> <li>• New products on the market: - market intelligence relating to new products.</li> </ul>	
<p><b>Response Guidance:-</b>                  The Technical evaluation team are seeking evidence of a structured approach for change management. Thus enabling the framework to remain current by ensuring changes relating to product innovation, legislation, and demand can be smoothly implemented, and that the lasting benefits of change are achieved.</p> <p>New product development should be structured and based on clear market intelligence in line with our customers requirements.</p>	
<b>[Answer 5a]: Change Management</b>	
<p><b>Response:</b>                  Max. 2 sides                  A4; Arial;                  Size 12;                  Single line spacing;                  Normal margins</p>	
<p><b>Scoring Guidance: Weighting of 10% of the Account Management Score</b>  <b>Minimum Scoring Threshold = Moderated Score of 25</b></p>	

**Section B – Supply Chain Management**

**[Question 1b]: Order and Delivery Process**

**Question Requirement:-**  
Please provide your method statement which demonstrates effective processes that you will use to ensure orders and deliveries meet the requirements set out in the specification that includes but may not be limited to:

- Processing of Orders Received;(including electronic, paper, fax and phone orders);
- Delivery lead times for Products;
- Delivery times and locations;
- Route Planning and Vehicles used;
- Maintenance and Cleanliness of Vehicles;
- Temperature Control Adherence;
- Procedures to avoid contamination of product during delivery;
- Driver Standards (appearance etc.); and
- Methods available for delivery of product at site

**Response Guidance:-**  
The NPS requires Framework Providers to manage order and delivery requirements across the total supply chain to meet the needs of all sites and customer organisations.

Bidders should provide a method statement describing the systems and processes they have in place to enable them to cope with:-

- diverse order and delivery demands of all customer organisations, irrespective of size and location; and
- demonstrate a clear understanding of the challenges of delivery locations, access and timings and how this will be addressed.

**[Answer 1b]: Order and Delivery Process**

<p><b>Response:</b> Max. 2 sides A4; Arial; Size 12; Single line spacing; Normal margins</p>	
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**Scoring Guidance: Weighting of 20% of the Supply Chain Management Score  
Minimum Scoring Threshold = Moderated Score of 40**

**Section B – Supply Chain Management**

**[Question 2b]: Product Development / Reformulation**

**Question Requirement:-**

Please describe the processes that you propose for the sourcing and development of new products, and reformulation of existing products, to ensure that products will continue to meet Government's (UK and Welsh) dietary health recommendations and other relevant certification and policies.

Your response should include:-

- A detailed description of how product development and reformulation delivers against future health targets and UK and Welsh Government policy and legislation i.e.:-
  - Voluntary Nutrient Targets 2017 for salt
  - Future Voluntary Nutrient Targets for fat, sugar and saturated fat reduction
- How market intelligence / research is utilised to deliver proactive innovation in product development and reformulation;
- How you will ensure new product proposals are considered and in line with future trends and user requirements;
- How products could be developed to create improved Value for Money solutions
- How you will ensure products will remain appealing to the intended audience whilst ensuring dietary compliance;
- Product trial with relevant panel of professionals and customers; and
- Product trial confirming saleability of product, shelf life, microbiological criteria etc.

**Response Guidance:-**

The Technical Evaluation panel are seeking evidence that the bidder has robust processes in place to ensure that product development and product reformulation results in the provision of products present on the framework that are compliant with Government's dietary health recommendations and other relevant policies. The Technical Evaluation Panel are also seeking assurance that bidders have the capabilities and capacity to ensure that the framework remains current and future proofed by proactive innovation that is informed through market intelligence and demand.

**[Answer 2b]: Product Development / Reformulation**

<p><b>Response:</b> Max. 2 sides A4; Arial; Size 12; Single line spacing; Normal margins</p>	
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**Scoring Guidance: Weighting of 10% of the Supply Chain Management Score  
Minimum Scoring Threshold = Moderated Score of 25**



<b>Section B – Supply Chain Management</b>	
<b>[Question 3b]: Contingency Management</b>	
<p><b>Question Requirement:-</b></p> <p>Please provide a method statement that demonstrates robust contingency plans that include but may not be limited to:-</p> <ul style="list-style-type: none"> <li>• System Failure;(including computer system failures);</li> <li>• Alternative Raw Materials / Product Sourcing;</li> <li>• Delivery Failure (i.e. Vehicle Breakdown; Travel Disruption);</li> <li>• Weather Impacts;</li> <li>• Staff Shortages;</li> <li>• Production Breakdown / Failure;</li> <li>• Packaging Shortfalls; and</li> <li>• Power Outage (Cuts).</li> </ul>	
<p><b>Response Guidance:-</b></p> <p>The technical evaluation panel are seeking evidence that bidders have the experience, capabilities and capacity to adequately identify and assess potential areas of risk that could impact on supply, and the subsequent contingency plans that will be implemented to ensure continuity of product supply (to quality and specification) through out the lifetime of the framework.</p> <p>Bidders should provide a method statement describing their systems and processes that will deliver robust contingency plans ensuring continuity of supply throughout your entire supply chain.</p>	
<b>[Answer 3b]: Contingency Management</b>	
<p><b>Response:</b> Max. 2 sides A4; Arial; Size 12; Single line spacing; Normal margins</p>	
<p><b>Scoring Guidance: Weighting of 10% of the Supply Chain Management Score</b> <b>Minimum Scoring Threshold = Moderated Score of 25</b></p>	

**Section B – Supply Chain Management**

**[Question 4b]: Food Safety**

**Question Requirement:-**

The NPS requires Framework Providers to ensure all sources of food have complied with all relevant food safety legislation and are produced from fully certified sites.

Bidders should ensure they can demonstrate that they are able to deliver products that will comply with the agreed product specifications and that will comply with allergenic ingredient information requirements, Nutritional Dietetic needs, and are stored and delivered at the correct temperature regime.

Please provide a method statement covering your policies and processes for :-

- Assessing risk and establishing mitigating actions
- Quality, Inspection and Auditing;
- Production;
- Certification;
- Traceability including relevant chain of custody assurance schemes;
- Authenticity - Processes on how Food Fraud is monitored and eliminated from Supply Chain;
- Packaging and Labelling;
- Allergenic ingredient information provision in compliance with Legislation;
- Compliance with Product Specification (including specified product shelf life); and
- In House Technical Sampling Processes e.g. shelf life testing, pathogenic microorganism presence including Listeria etc.

**Response Guidance:-**

The technical evaluation panel are seeking evidence that the bidder has robust policies and processes in place to ensure all delivered products are safe and legal, and that all products are clearly labelled and presented in a way that is not false or misleading as to the nature or substance of the food. The bidders response should demonstrate clear steps taken by the bidder to ensure Food Fraud is not prevalent within their supply chains.

**[Answer 4b]: Food Safety**

<p><b>Response:</b> Max. 4 sides A4; Arial; Size 12; Single line spacing; Normal margins</p>	
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**Scoring Guidance: Weighting of 40% of the Supply Chain Management Score  
Minimum Scoring Threshold = Moderated Score of 60**

**Section B – Supply Chain Management**

**[Question 5b]: Nutritional Requirements**

**Question Requirement: -**  
Please provide a method statement describing how you will ensure the products you provide will comply with the nutritional requirements of the various public sector organisations in line with the All Wales Nutrition and Catering Standards for Food and Fluid Provision for Hospital Inpatients, The Healthy Eating in Schools (Nutritional Standards and Requirements) (Wales) Regulations 2013 and Official Government Buying Standards for Food and Catering.  
Your answer should demonstrate:-

- understanding of the main objectives of the different nutrition standards including reference to priority nutrients relevant to the audience;
- access to nutrition or dietetic expertise for support;
- methods in place to accurately analyse products for their nutritional content including appropriate software or lab analysis;
- knowledge of manufacturing methods to source products which meet specific requirements outlined in the standards;
- controlled dissemination of accurate and up to date nutritional information to NPS and its customers; and
- Marketing and promotion of healthy and seasonal products.

**Response Guidance:-**  
Bidders should provide to provide evidence to the technical evaluation panel that they fully understand and can deliver evidence based approaches to meet the nutritional requirements of the All Wales Nutrition and Catering Standards for Food and Fluid Provision for Hospital Inpatients, The Healthy Eating in Schools (Nutritional Standards and Requirements) (Wales) Regulations 2013 and Official Government Buying Standards for Food and Catering and nutritional requirements stated in the specification.

<http://gov.wales/topics/health/publications/health/guidance/nutrition/?lang=en>

<http://learning.gov.wales/docs/learningwales/publications/160226-healthy-eating-maintained-schools-en-v2.pdf>

<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-food-and-catering-services>

**[Answer 5b]: Nutritional Requirements**

<p><b>Response:</b> Max. 2 sides A4; Arial; Size 12; Single line spacing; Normal margins</p>	
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**Scoring Guidance: Weighting of 20% of the Supply Chain Management Score  
Minimum Scoring Threshold = Moderated Score of 40**

## Section C – Sustainability

### [Question 1c]: Sustainability

#### Question Requirement:-

NPS and its customers have a duty to comply with the goals of the Well-being of Future Generations (Wales) Act 2015

<http://www.legislation.gov.uk/anaw/2015/2/contents/enacted> which includes supporting Wales to become:

- 1) A prosperous Wales
- 2) A resilient Wales
- 3) A Healthier Wales
- 4) A More equal Wales
- 5) A Wales of cohesive communities
- 6) A Wales vibrant culture and thriving Welsh language
- 7) A globally responsible Wales

Please provide an explanation of your approach to delivering the supply and distribution of fresh food and beverage services in a manner which supports the public sector Customer Organisations to meet their sustainability goals. Your response should include a detailed explanation of:-

1. How the policies and processes that your company has in place will deliver real benefits through the contract in terms of the following key areas:
  - Social, Ethical and Cultural Well Being
  - Economic
  - Environmental
2. How you will work with the Customer Organisation catering teams to help to ensure that food waste is minimised.
3. How you will effectively monitor and report on the performance of initiatives and measures which seek to reduce sustainability impacts/
4. Any particular sustainability innovations that you can bring to the framework

#### Response Guidance:-

The technical evaluation team are seeking evidence that the bidder has a clear understanding of all elements of sustainability and Well Being of Future Generations Act (Wales) 2015 either has policies and processes in place to deliver or is working towards the delivery of the following three key areas:-

#### Social and Ethical:

- Compliance with social standards e.g. payment of UK Living Wage (Living Wage Foundation), voluntary codes of practice etc. and any relevant certified standards and management systems such as International Labour Organisation (ILO)

minimum standards, SA8000 and AA1000 or similar;

- Farm assurance schemes, animal health and welfare standards (e.g. RSPCA, Compassion in World Farming, Soil Association, Red Tractor etc.);
- Systems in place to prevent food fraud;
- Other relevant systems, schemes and standards you are signed up to or working towards; and
- Transparency across your supply chain and how you ensure compliance with standards and codes of practice, e.g. SEDEX auditing.
- Voluntary sign up to the Code of Practice for Ethical Employment in Supply Chains

#### **Economic:**

- Creation of quality jobs and training opportunities;
- Investment in the local economy;
- Giving local SMEs the opportunity to be part of the supply chain;
- Fair treatment of all partners in your supply chain and fairly traded pricing e.g. Fairtrade Foundation certified;
- Other relevant systems, schemes and standards you are signed up to or working towards; and
- Transparency across your supply chain and how you ensure compliance with standards and codes of practice e.g. auditing.

#### **Environmental:**

- Minimising resource use, emissions and wastes across the supply chain (including farms, processing, distribution and storage, and hence your overall carbon footprint, in terms of:
  - Energy use and transport (including food miles);
  - Water use;
  - Raw material use; and
  - Packaging
- Environmental Management Systems (EMS) you operate (e.g. certified ISO14001);
- Other relevant systems, schemes and standards you are signed up to or working towards, e.g. the Soil Association Food for Life Catering Mark programme; and
- Transparency across your supply chain and how you ensure compliance e.g. with standards and codes of practice), e.g. SEDEX auditing.

The technical evaluation team are also seeking evidence of how you will proactively embed effective sustainability management throughout the term of the Framework Agreement through:-

- Working with Customer Organisations; and
- Effectively measuring and reporting on sustainability initiatives; and
- Implementing innovation that supports the sustainability agenda.

<b>[Answer 1c]: Sustainability</b>	
<b>Response:</b> Max. 4 sides A4; Arial; Size 12; Single line spacing; Normal margins	
<b>Scoring Guidance: Weighting of 75% of the Sustainability Score</b> <b>Minimum Scoring Threshold = Moderated Score of 25</b>	

<b>Section C – Sustainability</b>	
<b>[Question 2c]: Modern Slavery</b>	
<b>Question Requirement:-</b>	
<p>Please describe the mechanism you have in place through out your supply chain to ensure that the risk of slavery is mitigated and how you will develop these throughout the term of the framework.</p> <p>Your response should describe your mitigation processes for the following:-</p> <ul style="list-style-type: none"> <li>• Slavery, servitude and forced or compulsory labour;</li> <li>• Human trafficking;</li> <li>• Exploitation; and</li> <li>• Committing offence with intent to commit offence under section 2 Slavery, servitude and forced or compulsory labour.</li> </ul>	
<b>Response Guidance:-</b>	
<p>The Client is committed to supporting the implementation of the Modern Slavery Act, by ensuring that Framework Providers of goods and services to the Welsh Public Sector have accountability to the oversight and management of their supply chains.</p> <p>Bidders are requested to demonstrate how their processes support the delivery of the aforementioned elements within the Modern Slavery Act 2015.  <a href="http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted">http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted</a></p>	
<b>[Answer 2c]: Modern Slavery</b>	
<b>Response:</b> Max. 1 side A4; Arial; Size 12; Single line spacing; Normal margins	
<b>Scoring Guidance: Weighting of 12.5% of the Sustainability Score</b> <b>Minimum Scoring Threshold = Moderated Score of 25</b>	

<b>Section C – Sustainability</b>	
<b>[Question 3c]: Welsh Language Standards Compliance</b>	
<b>Question Requirement: -</b>	
<p>Please describe how you will deliver the requirements of the <b>Welsh Language (Wales) Measure 2011 and related</b> Welsh Language Standards throughout the duration of the framework.</p> <p><a href="http://www.legislation.gov.uk/mwa/2011/1/contents/enacted">http://www.legislation.gov.uk/mwa/2011/1/contents/enacted</a></p> <p>Bidders should include details of engaging via the medium of the Welsh Language for:-</p> <ul style="list-style-type: none"> <li>• Communicating to Customer Organisations;</li> <li>• The marketing of products and</li> <li>• The ordering process.</li> </ul>	
<b>Response Guidance:-</b>	
<p>The Well Being of Future Generations Bill states that the Welsh language is a strategic priority for Welsh Government.</p> <p>The Technical evaluation team are therefore seeking evidence that bidders have the capabilities to deliver the requirements of the Welsh Language measure.</p>	
<b>[Answer 3c]: Welsh Language Standards Compliance</b>	
<b>Response:</b>	
Max. 1 side A4; Arial; Size 12; Single line spacing; Normal margins	
<b>Scoring Guidance: Weighting of 12.5% of the Sustainability Score</b>	
<b>Minimum Scoring Threshold = Moderated Score of 25</b>	