



Trinity College Dublin

Coláiste na Tríonóide, Baile Átha Cliath

The University of Dublin

Introduction – Trinity College Dublin

Trinity College Dublin, University of Dublin provide a liberal environment where independence of thought is highly valued, and all are encouraged to achieve their potential. TCD promotes a diverse, interdisciplinary, inclusive environment which nurtures ground-breaking research, innovation, and creativity through engaging with issues of global significance.

Located in a beautiful campus in the heart of Dublin's city Centre, Trinity is Ireland's highest ranked university. It is home to 3,000 staff members and 17,000 undergraduate and postgraduate students across all the major disciplines in the arts and humanities, and in business, law, engineering, science, and health sciences.

Trinity's tradition of independent intellectual inquiry has produced some of the world's finest, most original minds including the writers Oscar Wilde and Samuel Beckett (Nobel laureate), the scientists William Rowan Hamilton and Ernest Walton (Nobel laureate), the political thinker Edmund Burke, and the former President of Ireland and UNHCR Mary Robinson. This tradition finds expression today in a campus culture of scholarship, innovation, creativity, entrepreneurship and dedication to societal reform.



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Summary of requirements

The Goods Contract is for the purchase and supply of Tea and Coffee products in single or multiple quantities to Trinity College Dublin, the University of Dublin, Deliveries will be made to the Catering Stores location within the Trinity campus.

Trinity catering team prepare and serve over 187,000+ meals per year, all Tea and Coffee products sourced through this contract will be of the highest quality standards.

Trinity College Dublin is Ireland's top ranked university, and the only Irish university in the world top 100 universities (QS World University Rankings 2016/17). Trinity College is situated in the heart of Dublin's city centre, its student population is over 17,000 including undergraduate and post graduate students and 3,000 staff. Trinity College is an extremely busy campus all year round providing for students, staff, tourists, conferences and events.

The Book of Kells which is located in the Long Room continues to attract visitors from around the globe and is one of the top ten tourist attractions in Ireland.

The following restaurants and coffee shops are based on campus:

The Buttery Food Court

Located just off the main square, the Buttery offers a full breakfast range, made-to-order deli bar featuring a wide range of breads and fillings, a hot food offer and salad bar. Opening Hours: 7.30am to 4.00pm Monday to Thursday, 7.30am to 3.00pm on Fridays.

The Old Dining Hall

Located in the historic surroundings off Main Square, we offer a selection of hot dishes, soups and desserts. This is open at lunchtime only in term. Opening Hours: 12 noon to 3.00pm Monday to Friday

Aras an Phiarsaigh Coffee Area

This little oasis at the centre of campus is a great place to grab a tea or coffee on the run. Kick start your day in the "Aras" ideally located near to the day nursery, the theatre and the IT centre. If you need a "pick me up" during the day, you will not be disappointed. **Opening Hours:** 8.30am to 4.30pm Monday to Thursday, 8.30am to 3.30pm on Fridays.

The East Dining Hall (Staff only) This private dining room serves lunch, which includes a full range of hot meals, desserts and a salad bar. Opening Hours: 12 noon to 3.00pm Monday to Friday.



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The 1592 Restaurant (Staff only)

This elegant fine dining restaurant opens for lunch daily from 12.00pm to 2.30pm during academic term.

The Vaults

Located adjacent to the Buttery Restaurant, we offer a delicious range of Speciality Barista coffee's and freshly baked goods and snacks

The Perch Café

The Perch Café is located on ground floor in the Arts Building, adjacent to the Book of Kells exhibition and the Old Library. Produce is sourced locally where possible with a wide range of sit in or take-away menu items. Our selections include freshly made salads, sandwiches, hot and cold food items as well as a selection of home baked pastries, fair-trade coffees, teas, smoothies and juices.

Open Daily from 8.00am to 6.00pm Mon to Thurs 8.00am to 5.00pm on Friday

Forum Restaurant

The Forum restaurant in the newly built Business School is a 200-seater restaurant with hot food counter, barista café and deli bar and some outdoor seating areas

The ethos of the School places a huge emphasis on Sustainability and vegetarian and vegan first and will operate all year round. Used mainly by staff and students of the school but also many corporate clients who will attend events at the school.

In addition to the restaurants on Campus, the Catering Department operates a busy banqueting service all year round catering for conferences, gala events, internal delivered catering services and College ceremonies.

Section One of this Appendix 1 sets out the Product Specifications and Minimum Requirements of the Goods, along with the essential Contract Requirements, while Section Two sets out the specific Tender Requirements for completing the Tender Response Document in this Goods Competition



SECTION ONE - Product Specifications and Minimum Requirements

This section details the essential requirements of Tea and Coffee supplies which will be used within the Trinity Catering Department, sold within the university's restaurants to Students, Staff and Guests

Tenderers must tender for all in applicable quantities and variations as required and specified in each lot within Appendix 2.

Each item tendered must be compliant with the appropriate food quality assurance standards and be fit for purpose for the preparation of meals, or for pre-prepared items to be consumed

The appointed suppliers will be fully responsible for the quality of the items supplied and their compliance with quality requirements

- Allow for the provision of the Highest quality assurance standards of Fresh Produce Foods and Raw Ingredients, ideally sourcing within the island of Ireland as much as possible; including organic produce.
- All use by/best before dates must be of sufficient length of time for storage and consumption
- All Produce must be fully traceable back to its origin
- Tenderers are to provide all certifications and backups documents i.e. product traceability, quality assurance standards for Fresh Produce products
- Provide all Certificates of Accreditation with tender submission.

The successful Tenderer for the Goods Contract may also be required to supply a catalogue standard product, as per Paragraph 14 of Appendix 1, which will fall under the broad category of Food Supplies.

SECTION ONE (B) - CONTRACT REQUIREMENTS

This section details the key requirements of the Goods Contracts.

1. Management Information Reporting

The Contractor must provide management information during the Term of the Goods Contract within five (5) working days of receipt of a written request from the Contracting Authority. This information must be provided in either hard or soft copy (such as excel) as requested, and will include, but will not be limited to, the following information requirements:

- Spend data, i.e., the number and value of products supplied each month, and
- Deliveries which were on time and to agreed schedule

Periodic Reporting.

- On request and without delay the contract holder will supply the Category Manager, Catering Manager or the procurement office of the contracting authority with a quarterly report similar to the format below.



Order Date;	TCD PO No.	Description;	Quantity;	Unit;	Item Code;	Unit Cost;

2. Key Performance Indicators (K.P.I.s)

The performance of the successful Tenderer will be subject to monitoring, management and review against agreed key performance indicators (“**KPIs**”). The Contractor must provide regular reports on agreed **KPIs** to ensure that a high standard is maintained in accordance with the Specifications.

These reports may be audited by benchmarking against the record of complaints experienced during the Term of the Goods Contract. Reports required may include but not be limited to:

- Delivery lead time
- Invoicing accuracy
- Complaints and query response times from the contracting authority
- Product recalls/alerts, their investigation, conclusion, resolution and subsequent corrective and/or preventative actions

No.	Key Performance Indicator	Rating to be Achieved	Measured By
1	Provision of accurate and timely management information in the agreed format, i.e. Delivery lead time and quantities delivered	100%	Confirmation of receipt and time of receipt by Contracting Authority
2	Timely, accurate issuing of charges to CA, i.e. Invoicing accuracy	100%	Confirmation of receipt and time of receipt by CA.
3	Responsiveness to the CA in matters pertaining to management of the Contract, i.e. Complaints and query response times from CA.	95% within 3 working days 100% within 10 working days	Verified statement obtained by the Provider from the Contracting Authority following performance review meetings.



4	Product recalls/alerts, their investigation, conclusion, resolution and subsequent corrective and/or preventative actions	95% within 3 working days 100% within 10 working days	Agreed Performance Management Report
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3. Contract Management

Upon awarding the Goods Contract, the Contractor must provide the Contracting Authority with the contact details of the Key Account Manager with responsibility for contract management. Regular contract update meetings may be required during the Term of the Goods Contract.

The dedicated Key Account Manager will be required to to oversee the effective and efficient operation of the Goods Contract and must:

- Be responsible for the day-to-day management of the Goods Contract.
- Be available for regular update meetings that will either be face-to-face or via teleconference as required by the Contracting Authority.
- Provide the Contracting Authority with timely and ongoing feedback and quality assurance information.
- Consult with the Contracting Authority on any issues identified and ensure a quick response to queries within agreed timelines / in a timely manner.

4. Invoicing

Priced delivery records must be supplied with each invoice and must quote the number of the relevant purchase order of the contracting authority and the delivery address. Value Added Tax must be itemised separately on each invoice. Invoices must show the Contractor's VAT Number and must be submitted with a copy of the signed delivery note at the time of delivery. Delivery notes will be signed by the CA's appointed contact.

The successful Tenderer must be able to send and receive purchase orders instruction, invoices, orders etc. by electronic means. Web site URLs and email addresses must be provided with the tender documentation.

5. Deliveries

In line with Trinity's Plastic Reduction Plan, packaging should be eliminated everywhere possible and used minimally, only where absolutely necessary. All packaging materials where possible should be made from recyclable materials and Large packaging shall be removed from the products upon delivery and removed off site by the Contractor and disposed of lawfully and in an environmentally friendly manner.



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Delivery times and locations must be mutually agreed between the Contractor and the Contracting Authority. In the event of an unusual/emergency request being received the Contractor must ensure that this request will be given an urgent delivery priority rating and be delivered at a mutually agreed delivery time. Such requests will only be placed with the authorisation of the appointed contact of the Contracting Authority.

Adequate time must be given by the Suppliers, at the time of delivery, to allow catering staff to inspect for correct temperatures, quality and quantity.

6. Minimum Order Quantities

There is no minimum order quantity.

7. Product Issues

Health and Safety Regulations: All applicable items must be in accordance with the relevant provisions of the Safety, Health and Welfare at Work (General Application) Regulations, 1993 (S.I. No 44 of 1993) and the Safety and Health and Welfare Act 2005. The tenderers Company will be required to submit a copy of the Company's Health and Safety Statement in regard to these regulations.

In the event of defects in Products becoming apparent after delivery the CA. The Contractor must remove the defective Products within two calendar days from the date of notification to the Contractor of their rejection and make arrangements to replace the Products. In the event of a failure to deliver as agreed, the Contractor shall complete the delivery within one calendar day from the date of notification of the failed delivery by the Client.

8. Product Recalls

In the event of a Product recall, the Contractor must have formal procedures in place for identifying the Products, advising and/or alerting the CA, removing from the delivery locations all Products that are subject to a Products recall, and offering suitable replacement/ alternative Products (which must be agreed in accordance with the procedures set.

The implementation of these procedures shall result in minimum cost and disruption to CA. The Contractor acknowledges and agrees that if the Products recall and advice and/or alert procedures proposed do not meet the CA requirements, the Client reserves the right to prescribe Product recall, advisory and/or alert procedures to be adopted by the Contractor. All Product recalls must be notified immediately to the CA.

A summary of all Product recalls/alerts/advisories/complaints, their investigation, conclusion, resolution and subsequent corrective and/or preventative actions must be provided to the Client during the Term of the Contract, upon request, within two (2) working days.



9. Complaints and Corrective Action

The Contractor must implement a formal procedure for dealing with complaints. This procedure should include a clear-path communication process, a system for reporting root cause, corrective and preventative actions.

The Contractor must acknowledge in writing the complaint to the Client within two (2) working days. Investigation results and report (including resolution/corrective action) must be furnished to the CA within ten (10) working days from receipt of a complaint.

10. Product Traceability Sheets

Full and complete soft copies of all products traceability sheets, (where applicable) must be provided post Tender Submission when requested (for the notional items in Appendix 2 only), and at a later date to the CA immediately upon request. In particular, each individual product sheet must provide the key defining sourcing details for each Product supplied.

11. Samples

Any sample products must comply with the requirements set out in Section One (A) – Product Specifications and Minimum Requirements of Appendix 1: Requirements and Specifications of this RFT.

Where Product Samples have been provided by the Contractor, all Products supplied during the Term of the Goods Contract and any Client Contract must be compliant with the Product Samples provided.

12. Tenderer Site Visit by Contracting Authority

Tenderers must facilitate the Contracting Authority by permitting an inspection of the Tenderers premises or facilities, should it be deemed necessary at any stage of the competition.

Suppliers premises will be subject to HACCP inspection by representatives of the College's catering department prior to the award on the contract and will conduct regular HACCP audits throughout the duration on the contract.

13. Environmental Considerations:

Tenderers should employ good environmental practice with regard to waste reduction and waste recovery, including the efficient use of materials and transport, and the minimisation of waste during production. Non-renewable materials (such as plastic and Styrofoam) should be kept to a minimum; packaging should be made from recyclable materials and be used only where absolutely necessary.



14. Tea and Coffee Products Catalogue

Successful Tenderers may be required to supply a complete catalogue of products other than those specified in Appendix 2. These will be deemed to be standard products and will fall under the broad category of Tea and Coffee products of this RFT.

All Tenderers may submit part of their catalogue of products as an Appendix the TRD (sample for tender).

15. Hazard Analysis & Critical Control Point ("HACCP") (Hazard Analysis Critical Control Points)

The Contractor must, in relation to the following matters, meet the standards in place based on the HACCP and European Union regulations as specified below:

- Personnel involved in the production / handling / processing/delivery
- Management of premises including cleaning, security and pest control
- Procurement of ingredients
- Processing of product
- Product packaging and labelling
- Product sizes
- Traceability of product
- Storage of product during processing and packaging including temperature requirements regarding same.

Normative References (as may be amended to as legislation changes or added to, as new relevant legislation becomes mandatory)

- Regulations EC 852/2004 on hygiene of foodstuffs
- Regulation EC 1935/2001 relating to food contact materials in general
- Regulation EC 10/2011 relating to food contact materials plastics
- Regulation EC 1333/2008 relating to food additives
- Regulation EC 1925/2006 relating to nutrition and health claims
- Regulation EC 178/2002 relating to traceability and recall
- I.S. 341:2007- Hygiene in Food Retailing and Wholesaling
- Regulation EC 178/2002 relating to general principles and requirements of food
- Regulation S.I. 556:2014 relating to the provision of food information to consumers

The Contractor must have a formal documented and controlled system that addresses the following requirements at a minimum and must provide a copy of this documented system upon request by the Contracting Authority and the Client during the term of the

Goods Contract:

- Regulatory compliance including evidence of regulatory approval such as EHO, BRC etc. (or international equivalent)
- Fully documented hazard analysis critical control point ("HACCP") plan demonstrating how food safety hazards are controlled and prevented in the processing, packaging and distribution of the product.



16. Marketing Support and Commercial Activity

The contracting Authority wishes to develop a partnership with the Contractor with a focus on commercial activities to support the academic reputation of the University and that will ensure mutually beneficial advantage of both parties during the term of the Goods Contract. These commercial activities include the branding of the coffee areas in The Buttery Food Court, The Vault, Aras an Phiarsaigh, The Perch & The Forum Coffee Area's with any new coffee offer, to increase awareness of that offer and ensure that current sales of hot beverages are retained and grow during the term of the Goods Contract. This branding and any other commercial activity will be determined by Trinity's Catering team and the Contractor upon Goods contract Agreement award and will be at the Contractors cost and expense.

17. Equipment

Equipment must be provided at no additional charge during the life of the Goods Contract.

The Contractor will be responsible for the installation and maintenance in agreement with and to the satisfaction of the Client during the term of any Goods Contract. There will be no cost to the Client(s) for the installation or maintenance during the term of the Goods Contract. The Contractor will be required to develop, maintain and make available at all times an asset register of all equipment supplied. The Contractor must remove and dispose of equipment at the expiration of the Goods Contract.

All equipment must conform to the CE marking regulations and comply with the relevant technical European Union EN standards. Where requested by the Client, the Contractor shall provide certificates of conformity with respect to the compliance of specific product(s). The certificates of conformity may be requested prior to the award of or during the term of the Goods Contract.

The Contractor shall be responsible for ensuring that the equipment, whether manufactured directly by the Contractor or manufactured by a third party, fully comply with technical European Union EN standards as applicable for the duration of the Goods/Services Contract.

If at any time during the term of the Goods Contract the Client finds that the product(s) are not operationally fit for purpose or of an acceptable quality, the Contractor shall provide a substitute product acceptable to the Client at no extra cost and a new warranty period shall apply in respect of that substitute product.

Where appropriate, the Contractor will ensure that all Goods are provided with suitable moulded prefitted plugs, compatible with Irish electrical sockets (3 pin) (Type G) suitably rated fuses or 3 phase electric power (as required) and supplied with suitable power cables, all connecting leads, hoses, user operating instructions and any other component necessary to allow immediate use of the Goods.



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If the Contractor is not the manufacturer of the supplied equipment, records of training and content of this training provided to service engineers may be required and must be provided to the Client upon request.

Determination of equipment requirements will be the responsibility of the Contractor and shall be determined by way of site visit to the Client locations upon Goods/Services Contract award during the implementation period, in consultation with the contracting authority. All installation work must be carried out by suitably qualified competent personnel.

A full and complete soft copy specification data sheets for all equipment and filters must be provided as part of the tender response detailing key defining technical merits, functional attributes/characteristics including filtration information and the number of people each machine can service. Daily energy usage in kilowatt hours (kWh) must also be detailed.

The Client will be responsible for providing a potable water supply and services, as well as having all service connections to the redundant pieces of equipment disconnected in preparation for removal.

Portable Appliance Testing

The Contractor shall carry out portable appliance testing (PAT) on all equipment supplied during the term of the Goods Contract in accordance with the Safety, Health and Welfare at Work (General Application) Regulations (SI.299 of 2007).

Maintenance

Maintenance of equipment supplied during the term of the Goods Contract must be carried out suitably qualified competent personnel. A periodic examination of equipment in relation to pressure systems must be carried by a competent person in accordance with Safety, Health and Welfare at Work (General Application) Regulations 2012 (S.I. No. 445 of 2012). An information tag / sticker to be fitted to the equipment setting out the date of the next scheduled service visit.



The current Tea and Coffee equipment and numbers is detailed below:

Current Equipment	Number Currently on Site
Traditional coffee machine	6
Grind on Demand Coffee Grinder	7
Water boiler x 10 lts	8
Marco Qwikbrew	3
Marco Maxi brew Twin	3
Twin Brewer	2
Marco Coffee Brewer & Hot Water boiler	1
Pour over coffee machine	25
Twin hot plate	2
Dispensing Coffee Urn x 6 Lts	40
2.2lt Flasks	40
Hot Chocolate machine	2
Bean to cup coffee machine	3
Milk fridge for bean to cup	3
Waste Knock Box	6
Barista Jugs 1lt	12
Barista Jugs 0.6lt	12
Tamper 58mm	6
Thermometer	12
Total Equipment	197