



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 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.

Trinity College has approximately 3,000 staff and 17,000 students who may from time to time have requirements for snacks and access to vending machines for snacks



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Summary of requirements

Trinity College Dublin, the University of Dublin wishes to seek tender proposals from Companies with a view to forming a services contract for the Provision of Vending Machine Services at locations, including but not limited to Trinity Campus and surrounding TCD buildings, Trinity College teaching sites at St. James Hospitals, School of Nursing D'Ollier street

The new contract is set to commence in Q3 2026 and will be for an initial period of two years, Regular performance reviews will take place on a quarterly basis

This Competition will consist of three lots,

- **Vending Machine Services**

TCD Sites are outlined as following: All buildings held within TCD campus including surrounding TCD buildings including but not limited to TCD Financial Services Division, Trinity Biosciences Building Pearse St, TCD School of Nursing D'Ollier Street, TCD School of Nursing St James Hospital, Pearse street, Regents House, Trinity Business School.

Services Required

The vending service required will comprise the provision of two machine types, along with any necessary associated services:

- **Machine Type A:** Serving confectionary and savoury snacks (*snack/chocolate bars, crisps/savoury snacks, and nuts*)
- **Machine Type B:** Serving hot drinks (*tea, coffee, and hot chocolate*)
- **Machine Type C:** Serving Cold Drinks

Any of the above machine types A or B may additionally be used to dispense healthy eating options, of which there will be a minimum of one dedicated machine on campus. The exact number which will be agreed mutually with the Contracting Authority and be subject to review and mutual agreement from time to time.

There will be an approximately **60/40 ratio** in the provision of **Machine Type A (60)** to **Machine Type B (40)** across the campus.

An indicative breakdown of spend per machine type per annum (Exclusive of VAT) is given below:

- Snack Machine Spend **€ 227,500**
- Hot Beverage Machine spend **€ 56,600**
- Cold Drinks **€125,000**



Breakdown of current sites within Trinity College serviced by vending machines provided by current Contractor, excluding cold drinks vending:

Hot Beverage Machines -

Locations:

- Bio Science 2nd Floor
- Goldsmith Hall Ground Floor
- The Lir 1st Floor
- School of Nursing in St James hospital (off-site)
- St James Hospital (Nursing) Ground Floor
- Main Hamilton Building Ground Floor
- Old Bank Centre Ground Floor
- Sniam Building Ground Floor
- Arts Building Ground Floor
- Hall of Honour Reading Room Basement

Snack Machines -

Locations:

- Bio Science 2nd Floor
- Goldsmith Hall Ground Floor
- Goldsmith Hall - Top of stairs
- School of Nursing - D'olier Street Ground Floor
- Main Hamilton Building Ground Floor (healthy options)
- Main Hamilton Building Ground Floor
- Sniam Building Ground Floor
- Printing House sq.
- ARAS Ground Floor
- Arts Building Ground Floor
- Art Building 1st Floor (Vegan options)
- Art Building 1st Floor (Mars)
- Hall of Honour Reading Room Basement
- Business School (Vegan Options)

Combi Machines

Locations:

- Bio Science 1st floor
- Bio Science 3rd floor
- Bio Science 3rd floor
- St James Hospital (Nursing) Ground Floor
- Old Bank Centre Ground Floor



- Neuroscience 3rd Floor Canteen

Cold Drink Machines

Locations:

- Arts building upper Floor
- Arts building Lower Floor
- Aras Building
- Bio Science Building
- Goldsmith hall building
- Hamilton Building
- Students Union Hamilton
- Printing House Square

Total Number Machines: 38

Scope of Service Requirements

1. Modern A Rated energy Machines, which minimise energy use must be supplied.
2. The Contractor will not be liable for payment for energy usage by their vending machines.
3. All machines will be fully functional, cleaned and stocked at all times.
4. All machines will be capable of accepting cash (coin/note) and cashless (debit/credit card) payment.
5. Location of all machines will be profiled and mutually agreed between the Contracting Authority and the Contractor prior to installation of same.
6. If extra machines and/or ancillary equipment are required, at any time during the contract, the contractor will undertake to install same at no cost to Trinity College.
7. Response times for machine installation, planned/unplanned maintenance / servicing should result in minimal downtime.
8. Fairtrade products may be requested by the Contracting Authority. Such items to be mutually agreed between the Contractor and the Contracting Authority.
9. Healthy Eating Option Machine: at least one machine will be required on campus to provide for a “healthy eating” option. This machine must contain at least a 60/40 ratio of “healthy” to “normal” products. The exact composition of “healthy eating” products will be a matter to be mutually agreed between Trinity College and the Contractor. Any decisions regarding this may be subject to mutual review by the College and the Contractor from time to time.
10. A price review will be conducted by the Contractor and Trinity College on a biannual (6 monthly) basis to review and mutually agree retail pricing of vended goods, as well as for substitution of brands supplied.
11. Tenderers must be capable of responding to customer preferences in terms of brands offered, without impacting on the retail prices offered.



12. Transfer or subletting – the successful tenderer is prohibited from transferring or assigning, directly or indirectly to any person or persons whatever, any portion of this contract without the prior written permission of the Contracting Authority.
13. The Contractor must manage the service provided to cater for variations in demand during peak/off peak times, in both the academic and non-academic periods of the calendar year.
14. The Contractor should ensure that it allows sufficient time to gain access permits, due the requirement for display of security permits on vehicle windscreens, while operating in the college precincts.
15. Tenderers must be capable of capturing the Management Information listed below in Section B no1. Management Information and presenting it in monthly reports. The exact format and details therein to be mutually agreed with the Contracting Authority, Trinity College.

Any civil or builder's works (if required) associated with vending machine installation, reinstallation or any form of maintenance and servicing are the responsibility of the Contractor and must have the prior agreement of the Contracting Authority. All costs for such works will be borne by the Contractor.

SECTION ONE (A) - Product Specifications and Minimum Requirements

This section details the essential requirements of each item of Vending Machine Services which will be used within the Vending Machines Services provided.

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 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 Items provided in all machines
- All use by/best before dates must be of sufficient length of time for storage and consumption
- All products must be fully traceable back to its origin
- If Requested tenderers are to provide all certifications and backups documents i.e. product traceability, quality assurance standards for food products provided

The successful Tenderer for the Services Contract may also be required to supply a catalogue of standard products, as per Paragraph 14 of Appendix 1, which will fall under the broad category of Vending Machine Services



SECTION ONE (B) - CONTRACT REQUIREMENTS

This section details the key requirements of the Services Contracts.

1. Management Information Reporting

The Contractor must provide management information during the Term of the Services 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.

Periodic Reporting.

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

1. Turnover per machine per month
2. Turnover per machine per annum YTD
3. Overall Turnover (campus) per month
4. Overall Turnover (campus) per Annum YTD
5. Commission per machine €
6. Total Commission per month
7. Total Commission per annum YTD
8. Number of Refunds YTD
9. Value of Refunds YTD
10. Number of Items vended per machine YTD
11. Number of Service issues per machine YTD
12. Total Number of Service issues YTD
13. Number of Service calls by Contracting Authority YTD
14. Frequency of Servicing per machine
15. Frequency of Stocking per machine



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 Services Contract. Reports required may include but not be limited to:

- Delivery lead time for replenishment of machines
- Payment/Invoicing accuracy
- Complaints and query response times from Contract Clients
- 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. Service delivery lead time and quantities delivered	100%	Confirmation of receipt and time of receipt by Contracting Authority
2	Timely, accurate issuing of commission remittance to CA, i.e. accuracy	100%	Confirmation of issue and time of issue to 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



3. Contract Management

Upon award of the Services 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 Services Contract.

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

- Be responsible for the day-to-day management of the Services 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

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.

Payment of commission will be made on a monthly or quarterly or in agreement with the Catering Department upon the award of the Services contract.

5. Deliveries and Service

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.

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.

Deliveries and employees of the Contractor may be subject to routine security clearance procedures prior to being allowed entry onto certain sites co-operation by the Contractor's employees with these procedures is mandatory.

Delivery drivers must be in possession and always wear full PPE equipment during the course of deliveries to the university.

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. 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.

7. 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

Where applicable full and complete soft copies of all product traceability sheets, 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 requested 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 Services 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.

Supplier's 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 regarding waste reduction and waste recovery, including the efficient use of materials and transport, and the minimization 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. Reusable containers within the supply chain are encouraged.

14. Vending Machine Services

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 Food products of this RFT.

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