

## OFFICER DECISION RECORD SHEET

**Name of decision maker:** Assistant Director – Corporate & Contracted Services

**Service Area: Procurement & Contracted Services**

**Title of Decision:** Approval to award contract to operate the Café in The Forum

**Decision made and reasons:**

**Decision:** The approval to award contract for Café in The Forum to HCL (Herts Catering Limited)

**Reason:**

This contract is for a concession (income to the Council) to run a small Cafe & Snack bar in the Council's new Forum building to serve hot & cold beverages and cold food including snacks, sandwiches & pastries.

These requirements are being tendered in compliance with the Concession Contract Regulations 2016 where this procurement is below the OJEU threshold of £4.733 million on an open tender basis.

HCL will be providing far improved customer service and are incredibly focused on staff wellbeing and retention. They offer training, staff support and opportunities for progression which is not currently offered.

HCL will be providing a wider selection of breakfast and lunch options to include various healthier options. There will also be soft drinks dispensers where users of the café can bring their own cups which will greatly reduce the use of plastic, along with keeping up with a discount on coffee if people bring their own mugs. There will also be a better offering for those who are vegetarian, vegan or have allergies which is currently very limited.

There will also be a food ordering app where staff can order breakfast and lunches to collect rather than needing to queue, this will help those who might be rushing between meetings and will also assist HCL with planning their stock, minimising wastage.

There is a commitment from HCL to engage with all of the Forums tenants and local businesses/offices such as the health centres and Police. They will be offering discounts and encouraging an increased footfall into the forum, all of which is not currently done.

It is worth noting that HCL is a local business that supports other local businesses with their procurement of products and ingredients, they are also very focused on becoming carbon neutral and all of their packaging is recyclable.

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**Reports considered:**

The procurement report is attached.

**Officers/Councillors/Ward Councillors/Stakeholders Consulted:**

A staff survey was completed pre tender to provide Officers an opportunity to give feedback on the current service, all of which formed part of the tender specification.

Victoria Coady, contract manager lead on the procurement with input from procurement colleagues.

**Financial Comments:** The tendered bid of £15,000pa exceeds the current income of £12,000pa

S. Parkinson 17/01/2020

**Deputy Monitoring Officer Comments:**

The proposed award of contract follows a procurement process which was compliant with the Concession Contract Regulations 2016 and the Council's procurement standing orders.

Officers should ensure that an appropriate signed contract is in place prior to commencement of services.

**Deputy S151 Officers Comments:**

The successful bidder of this service will increase the value for money provided by this service and bring in additional income over and above the budgeted expectations.

**Implications:****Value for Money:**

A competitive tendering process has been undertaken on a most economically advantageous tendering basis to ensure the winning tender meets our requirements.

**Financial:** Please see financial comments above.

**Risk:** If this contract is not awarded, then:

- Income to the Council will be lost;
- Catering service to staff and visitors in the Forum as well as meeting refreshments will not be available.

**Officer Signature:**

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Date: