

# **Restaurant & Hospitality Skillnet**



**RESTAURANT  
& HOSPITALITY  
SKILLNET**

**Request for Tender (RFT)**

**For the provision of Training Services to the Restaurant &  
Hospitality Skillnet**

**February 2018**

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## 1. Introduction

The Restaurant & Hospitality Skillnet is a national network representing the Restaurant & Hospitality Industry in Ireland. The network has been providing training for the Restaurant & Hospitality sector since 2007. The network provides training across a wide range of restaurant and hospitality disciplines including professional kitchen management, customer care, human resources, marketing, planning and role of the manager, food and beverage skills, financial management and communications.

## 2. Objectives of Request for Tender (RFT)

The objective of this Request for Tender (RFT) is to form a panel of qualified trainers, from which a selection will be asked to participate in a mini tender for contract award, contracts cover delivery of training programmes to the Restaurant & Hospitality Skillnet and its member companies, once specific needs arise. It is important to note that the inclusion of training providers on the 2018 panel does not guarantee a contract to deliver training for the network.

## 3. Instructions to Tenderers

The detailed instructions regarding the format and requirements of this RFT are set out in Appendix II. These instructions must be observed to ensure the completeness and eligibility of the tender.

## 4. Awarding Criteria

The panel will be established from the qualifying tenders on the basis of the most economically advantageous tender (MEAT), using the following awarding criteria:

Criterion	Maximum Score Available	
1. Relevant Experience	450	45%
2. Qualifications	280	28%
3. References	270	27%
<b>Total Maximum Score Available</b>	<b>1000</b>	<b>100%</b>

**1. Relevant Experience** means that the highest scores will be awarded to the trainers who have relevant experience in delivering similar projects, i.e. design, development, delivery and evaluation of relevant training programmes.

2. A list of **qualifications** for trainers who will provide the service must be provided.

3. **References** will be assessed on their quality and the relevance to each programme tendered for. Referees names and contact details may be provided in place of written references. Restaurant & Hospitality Skillnet reserves the right to check these references during the procurement process. Where no references are provided with the submission, the tender will be automatically disqualified.

## 5. Duration and Scope of Panel

The panel will be established until December 2018. The panel is open to new training providers during 2018 and their proposals will be assessed on submission. Tenders that score a minimum of 700 points (70%) will be admitted to the panel. Once specific training needs arise, at least 3 service providers admitted to the panel will be invited to participate in a mini tender. A contract for delivery of these services will be awarded to the most competitive/highest scoring tender, evaluated using specific awarding criteria which will be made known to those invited to tender.

## 6. Contracts Awards

Once specific training needs have been identified, the network will select one of the following options when carrying out a mini tender for contracts.

### 1. Contracts with an estimated value less than €5K

Written quotes may be obtained from one or more supplier on the panel and the most competitive programme will be selected.

### 2. Contracts with an estimated value over €5K

A brief specification seeking written proposals will be sent by email to at least 3 service Providers already admitted to the Panel. A contract for the delivery of these services will be awarded to the highest scoring tender, evaluated using specific awarding criteria which will be made known to those invited to tender.

## 7. Ineligibility Under EU Rules

Tenderers, to whom any of the circumstances listed in paragraph 1 of Article 20 of EU Council Directive 93/36/EEC (co-ordinating procedures for the award of public supply contracts) apply, will be excluded from this tender (Broadly, these circumstances are bankruptcy, professional misconduct and failure to pay taxes or social security contributions.)

## 8. Terms & Conditions

### 8.1 Tender Format & Delivery

Tenders must be completed in accordance with the format specified in Appendix II. Incomplete tenders will be automatically rejected.

### 8.2 Confidentiality and Intellectual Property

Restaurant & Hospitality Skillnet requires that all information provided pursuant to this invitation to tender be treated in strict confidence by tenderers.

### 8.3 Freedom of Information Act

Restaurant & Hospitality Skillnet will endeavour to hold confidential any information provided in this tender, subject to its obligations under law, including the Freedom of Information Act.

Should the tenderer wish that any of the information supplied in this tender not be disclosed because of its sensitivity, the tenderer should, when providing the information, identify the sensitive information and specify the reason for its sensitivity. Restaurant & Hospitality Skillnet will consult with the tenderer about this sensitive information before making a decision on any Freedom of Information request received. If third parties request information pursuant to the Freedom of

Information Act, unless this information has been identified as being sensitive, with supporting reasons, then it is likely to be released in response to a Freedom of Information request.

#### 8.4 Conflicts-of-Interest

Any potential conflicts-of-interest involving a tenderer must be fully disclosed to Restaurant & Hospitality Skillnet. Failure to disclose a conflict-of-interest may disqualify a bidder or invalidate an award of contract, depending on when the conflict-of-interest comes to light.

Restaurant & Hospitality Skillnet will not be liable in respect of any costs incurred by consultants in the preparation of tenders, or any associated work effort.

### Appendix I

The following is a list of training programmes envisaged to be delivered by the Restaurant & Hospitality Skillnet in 2018

Name of Course	Expected duration
<p><b>Professional Kitchen Management</b></p> <ul style="list-style-type: none"> <li>• Kitchen management and food costing fundamentals</li> <li>• Purchasing guidelines for profit</li> <li>• Allergen awareness</li> <li>• Menu design fundamentals</li> <li>• Green energy and Waste management</li> <li>• Labour Cost Controls</li> </ul>	1 day
<p><b>Customer Care</b></p> <ul style="list-style-type: none"> <li>• Show value of Lifetime Customers</li> <li>• How to increase sales to existing customers</li> <li>• Effects of losing Customers</li> <li>• Why Customers leave</li> <li>• How to stop Customers leaving</li> <li>• Turn dissatisfied Customers into Lifetime Customers (+ 1 books unique DTA system)</li> <li>• Complaints handling</li> <li>• Show that only 1 in 5 satisfied Customers return</li> <li>• Show how to Delight Customers - in this restaurant</li> <li>• How to motivate customers to tell their friends and return</li> </ul>	1 day

<p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>• Employment law / records</li> <li>• Managing staff</li> <li>• Staff motivation / incentives</li> <li>• Induction</li> <li>• Conflict resolution</li> <li>• Staff performance / appraisals / reviews</li> </ul>	<p>1 Day</p>
<p><b>Planning &amp; Role of the Manager</b></p> <ul style="list-style-type: none"> <li>• Team building</li> <li>• Communication / meetings</li> <li>• Manage people</li> <li>• KPI</li> <li>• Delegation</li> <li>• Control</li> </ul>	<p>1 Day</p>
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Costs / margins</li> <li>• Accounts overview</li> <li>• Cash flow</li> <li>• Break even analysis</li> <li>• Pricing</li> </ul>	<p>1 Day</p>
<p><b>Beverage Management</b></p> <ul style="list-style-type: none"> <li>• Principles and Practice of Bar Management</li> <li>• The principles of taste</li> <li>• Pairing strategies for wine and beer</li> <li>• Beverage Stock Control</li> <li>• Up-selling</li> </ul>	<p>1 Day</p>
<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Skills</li> <li>• Meetings</li> <li>• Reports / presentations</li> <li>• Word / Excel skills</li> <li>• Image and brand messages</li> </ul>	<p>1 Day</p>
<p><b>Social Media Training</b></p> <ul style="list-style-type: none"> <li>• Social media platforms</li> <li>• Advantages of using social media</li> <li>• Marketing tool</li> <li>• Competitions</li> <li>• Response to feedback</li> </ul>	<p>1 Day</p>

<ul style="list-style-type: none"> <li>• Analytics and reporting</li> </ul>	
<b>Food &amp; Beverage Skills Training</b> <ul style="list-style-type: none"> <li>• Standards of service</li> <li>• Cleaning checklists/ SOP</li> <li>• Taking an order</li> <li>• Customer complaints</li> <li>• Serving food &amp; drink</li> <li>• Carrying plates</li> </ul>	1 Day
<b>Wine &amp; Spirit Training</b> <ul style="list-style-type: none"> <li>• How wine is made</li> <li>• What factors influence wine style</li> <li>• The key white and black grape varieties and their characteristics</li> <li>• The important wine-producing regions of the world in which these grapes are grown</li> <li>• The production of sparkling, sweet, and fortified wines</li> <li>• Label terminology</li> <li>• Food and wine pairing principles</li> <li>• The principal categories of spirits and liqueurs, and how they are made</li> </ul>	2 Day
<b>Barista Training L1 &amp; L2</b> <ul style="list-style-type: none"> <li>• Origins of coffee</li> <li>• Milk suppliers</li> <li>• Espresso machine equipment</li> <li>• Coffee processing</li> <li>• Flavour</li> <li>• Barista techniques</li> </ul>	1 Day each

Numbers of attendees for each course will range from 8-20. The anticipated timeframe for the delivery of these programmes is from January 2018 to December 2018.

**Note:** These courses may be delivered once, more than once or not at all, this is dependent on the demand for each course.

Contracts will be awarded to the most competitive tenderer, evaluated and in line with the awarding criteria specific to each programme.

## Appendix II

### Instructions to Tenderers

In submitting the proposal, tenderers must respect all instructions, forms and terms and conditions contained in this RFT. Failure to submit all required information within the specified deadline may lead to rejection of the tender. **Tenderers must complete APPENDIX III.**

Tenderers must observe the following:

1. Tenderers must provide the following information (as per APPENDIX III)
  - Company/Business name and address
  - A brief summary/overview of the company (not brochures or PowerPoint presentations)
  - Name of the contact person
  - Telephone number and email address of the contact person
  - Indicate which of the programmes listed in Appendix I tendering company specializes in delivering and other programmes you could deliver that may be of interest to our members.
  - Indicate trainers/individuals proposed to deliver the indicated programmes with a brief summary of experience, education & qualifications of each trainer.
    - Indicate list of previous clients with contact details or written references from 2 previous clients.
  - Confirmation that the Company/Business holds a valid Tax Clearance Certificate and will be in a position to supply a valid TCC when requested.
  - Understanding of the Restaurant & Hospitality industry
2. Tenderers must disclose any potential conflicts of interest.
3. Tenderers must fill in the questionnaire provided in Appendix III in order to participate in this tender.

#### **Tender submission**

This panel will remain open for a period of one year – until December 2018.

Complete, dated & signed tender shall be enclosed in a sealed envelope and sent to the following address:

Restaurants Association of Ireland,  
Restaurant & Hospitality Skillnet,  
11 Bridge Court,  
Citygate,  
St. Augustine Street,  
Dublin 8.

**or**

A digital copy of the tender may be submitted to [niamh.omalley@rai.ie](mailto:niamh.omalley@rai.ie). The administrative deadline for receipt of soft and hard copy tenders is **5.30pm Friday 24<sup>th</sup> February 2018.**

**Appendix III**  
**Tender Submission Document**

(all areas outlined below must be completed by tenderers, incomplete tenders will be automatically rejected)

**Company/Business Name & Address:**

**Website Address:**

**Brief Overview of the Company**

**Contact Person**

**Name :**

**Telephone:**

**Mobile :**

**Email address :**

**Details & Bios of Trainers delivering the programmes** *(a brief summary of experience, education and qualifications)*

Please list the courses in each section from Appendix I that you could deliver for Restaurant & Hospitality Skillnet in 2018 :

Name of Course	Please mark with a tick which courses you are interested in delivering
Professional Kitchen Management	
Customer Care	
Human Resources	
Planning & Role of the Manager	
Financial Management	
Beverage Management	
Communication	
Social Media Training	
Food & Beverage Skills Training	
Wine & Spirit Training	
Barista Training L1 & L2	

Please list any other programmes you could deliver that are not shown, as we are always looking for new innovative programmes for our members:

- 1.
- 2.
- 3.

**\*\*NOTE: Skillnets funding does not cover training programmes that are statutory compliance i.e HACCP, Fire Safety etc.\*\***

List of Previous Clients & References (2 written references, or contact details for 2 verbal references from previous clients)

**Valid Tax Clearance Certificate** *(please indicate that you hold a Valid TCC)*

**Insurance** *(providers must hold a professional indemnity insurance, are covered by/hold public liability insurance, where applicable, are in a position to provide copies of the professional insurance and (where applicable) public liability insurance when requested).*

**Acceptance of Terms and Conditions of this Procurement Process**

I hereby declare that in submitting this Request for Tender to Restaurant & Hospitality Skillnet I am aware of the and accept the terms and conditions as set out in this document.

I further declare that I am duly authorised to make this application and that the information provided in my application is accurate and complete to the best of my knowledge and belief.

I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in this or future procurement processes.

Signed : \_\_\_\_\_ Position : \_\_\_\_\_

Date : \_\_\_\_\_ Contact details : \_\_\_\_\_