

 THE
FRANCIS
CRICK
INSTITUTE
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The Francis Crick Institute

The Francis Crick Institute (The Crick) is a biomedical discovery institute dedicated to understanding the fundamental biology underlying health and disease. Its work is helping to understand why disease develops and to translate discoveries into new ways to prevent, diagnose and treat illnesses such as cancer, heart disease, stroke, infections, and neurodegenerative diseases.

Background

The Crick was formed in 2015, and in 2016 it moved into a brand-new state-of-the-art building in central London which now brings together 1500 scientists and support staff working collaboratively across disciplines, making it the biggest biomedical research facility under a single roof in Europe.

Since opening, the Cricks 'Pace of Change' has been vast and demands on catering and hospitality have significantly altered over the years. This became very evident when the Crick decided it was prudent to retender the catering and hospitality service only to find that the current Service Specification had become unsuitable and outmoded. Coupled with the impact from Covid the Crick concluded that it needed a specialised catering consultant for the purposes of modernising the Service Specification and directing a robust procurement process through the pandemic.

Brief

Whilst the overriding objective was to secure a new catering and hospitality contract that was both fit for purpose and well suited to meeting the Cricks future needs, our brief was more wide scope. It was important for the Crick to have a consultant who had the necessary experience to advise on the following matters:

- ▶ Deep understanding the catering industry and how Covid was affecting contracted market
- ▶ Which catering contractors would be best suited to the Crick
- ▶ What financial model would offer best value whilst ensuring service excellence
- ▶ Availability throughout to provide professional and technical advice to enable the Crick to make informed decisions at every stage of the process

Approach

From the moment we were appointed it was very evident that catering plays a pivotal role in enhancing the work life experience at the Crick and is held in high regard at every level of the organisation.

Therefore, collaboration and joined-up thinking were vital ingredients for Simon Biggs, our Senior Consultant to uphold throughout the process.

Below is brief summary of the key activities that crossed through the project:

- ▶ Impart market insight to inform the Crick on the catering landscape and future direction of catering services
- ▶ Conduct senior stakeholder engagement to establish service criteria and expectations for tender
- ▶ Recommend a shortlist of suitable catering companies for inclusion in the tender exercise
- ▶ Work with Cricks project team to formulate the Service Specification and collate all necessary data and tender control documents
- ▶ Conduct detailed financial and qualitative assessment of the tender submissions
- ▶ Advise and guide the Crick with making the final contract award
- ▶ To assist with negotiations and agreed terms

Outcomes

Simon Biggs says “I’m extremely delighted that we met our client’s requirements throughout this important project and working with the Team at the Crick has been an immensely rewarding experience. Since concluding the project we have subsequently been reappointed to support the client with the ongoing operational and financial performance of the contractor”

▶▶ *I am extremely grateful for Simons support on this tender which from the start the specification needed a complete review to update where is Crick is now and what is needed for the future.*

Simon has a thorough understanding of the catering industry and he could therefore advise which catering contractors would be best suited to the Crick

We were also looking for his advice on what cost model would best suit us whilst ensuring service excellence.

We have continued to appoint Simon to support us on ongoing operation and financial performance to ensure we get the new contract off the ground. I will have no hesitation in recommending Simon as I will, no doubt, ask for his support in the future.◀◀

Michelle Lappin, Facilities Manager



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