

# Case Study - **Competitive Tender Management**

## **Ruckleigh School** Solihull

### **Background**

Ruckleigh School, founded in 1909, is a thriving co-educational Preparatory day School for some 250 pupils aged between 3 and 11 years in Solihull, West Midlands.

The school had employed the services of a local contract caterer for seven years and took the decision to review its service provision to ensure that it continued to receive best value along with the highest possible standard of healthy popular food.

### **The Process**

ISCC worked closely with Charlotte Laurens; Bursar and Managing Director, spending considerable time selecting contract caterers who could provide a very personal, bespoke and suitably supported catering offer.

A detailed specification was drawn up and the small to medium sized contract caterers were asked to respond to the main areas of importance along with detailed financial projections.

### **The Outcome**

A medium sized contract caterer who specialises in the Independent School market was appointed to relaunch the service offer from a newly refurbished servery area. The specialised knowledge of the new caterer in the Prep School market was felt to be extremely advantageous in advancing the food offer.

### **Comment from Charlotte Laurens, Bursar & Managing Director**

“The thought of the tendering process filled me with dread. Having met with Simon Pollard I felt confident that the process would run smoothly and it did. Simon has a lovely manner about him, with delicate matters being dealt with in a sensitive and diplomatic way”.