**SOW: Catering Order System (Software) – Contractors’ Meal Program**

**Mission:**

In order to support with hosting events across Qatar at the set standards, we need to consider a main pillar to help bringing those events to reality which are appointed contractors for all trades. As part of their welfare, proper meals need to be secured to nutritionally support the contractors’ personnel and ensure well-structured meal delivery according to food safety standards. This is where the SC CAT team role kicks in to ensure the contractors’ meal provision is properly regulated and delivered via the assigned caterers responsible for delivering the catering operations across allocated venues per event.

Delivering a contractors’ meal program shall greatly support with managing and facilitating providing meals to the contractors supporting with events’ delivery, meanwhile saving those contractors’ the time, effort and investment needed to appoint a proper caterer as the SC already have appointed caterers in place per event, in addition to not needing to manage any related logistics, delivery or operational spaces to deliver their meals.

To run this Contractors’ meal program, CAT as a managing FA for CAT OPS and catering services across all events’ venues, requires to have a software that would support the team overview the operations, size of contractors’ interest into the program, issued confirmed orders to caterers , payments overflow between interested contractors’, caterers and SC (where revenue payment is contractually applicable) while generating reports and statistics on size of sales, popular LOS and total generated revenue per caterer/ SC and general indication of the program’s success. The software operator shall be an appointed agency who shall act as the program manager and shall be awarded through the SC.

**Scope Summary:**

SC aims at having a “Catering Ordering System”, which will act as platform for placing 3rd party contractors’ catering orders, respective payment processing and service delivery confirmation, who shall be taking part in the delivery of different range of future events hosted by Qatar and managed by the SC.

The Catering Ordering system shall be ownership of SC (FA: CAT) and SC IT to run and manage all security approvals and access permits, enabling the use of the system by an appointed external agency who could varying per event and shall act as contractors’ meal program manager, and hereby referenced to as “Software Operator” as well as the buying contractors into the program.

Hence, the software should be password-based system, where only pre-authorized “Software Operator” would have access to the ordering system and passwords needs to be generated.

Buying contractors into the program, shall also have access into the system to place their preliminary orders, yet CAT don’t see the necessity of having usernames or passwords for contractors, since the order won’t be confirmed unless a payment is made. Yet CAT is open to suggestions from IT team when it comes to system accessibility recommendations.

CAT team along with related FAs will draft a set of policies and procedures to outline the criteria in granting log-in details and access to appointed “Software Operator”, who will be handling this scope.

The system should allow the interested “Contractors” to place meals’ orders and complete respective payment, whereas the “Software Operator” upon receipt of meals’ payment shall amend the “Preliminary Order” status into “ Confirmed order” and shall issue those confirmed orders to the awarded caterer per venue, throughout the event duration and as per a pre-confirmed catering window during which catering services shall be running and possible to deliver those meals accommodating interested contractors to participate in the program. All ordered meals must be pre-paid, to enable sharing the confirmed order to the assigned caterer.

CAT recommendation is to have this software as a web-based ordering system, yet we are open to recommendations on business best practice, better recommended platforms or technology to host the software.

CAT Team, also aims to keep this software as a legacy for SC to cover similar scope for various events / tournaments delivered by SC, hence there is a need to elaborate on required licenses, subscriptions, hosting model and propose cost efficient solution that would be easily in house maintained by SC IT and used to serve managing and monitoring the contractors’ meal program, however the system operators, caterers, levels of service, prices etc. **need to be customizable/ extendable for each new tournament/ event.**

**Advertising Contractors’ Meal Program:**

CAT team will ensure the contractors’ meal program is advertised in venue meetings, issued circulars to different FAs to share with their appointed contractors’ as SOPs, FAOPs, policies and procedures.

Also a manual shall be drafted including all below details, to be shared with events’/ tournaments’ contractors to further understand the covered service by the program and how to purchase in the program and benefit from it, as below:

* Scoped “Menu Entitlement Elements” & Their Prices
* Service Timings & Dates (Catering Window)
* Break Area location per venue
* Placing Order and Payment Process (Manual)
* Escalation Process if any issues and concerns

**Order Confirmation Process:**

The confirmed order issuance process to caterers is a **three** phase process:

* **Placing Order:** Contractor will be granted access to the system and place the meals’ order. The contractor needs to choose the below:
* Menu Entitlement Element (i.e.: Hot meal, cold meal, water cases, etc.)
* Quantity
* Venue
* Feeding Session (i.e.: Lunch session, Dinner Session, etc.)

Contractor then to receive a “Preliminary Order” showing all above details, payment link (TBC) and total due payment and cut off time by which the payment is required to be received to transfer the order status from preliminary to confirmed. Payment shall be either made through a payment link or through a bank transfer.

* **Payment Processing:** The software operator to change the order status from “Preliminary Order” to “Confirmed Order” once the payment is received in full from the contractor.

Timelines for payment processing and issuing confirmed orders shall be outlined in respective policies and procedures to regulate the process.

* **Confirmed order:** Upon successful receipt of payment, and following amending the order status to confirmed, a system pushed notification along with confirmed order as “PDF” attachment to go as an email to the respective caterer.

Respective caterer to receive the confirmed order indicating required meals’ details, due payment to caterer upon successful delivery of the service and the retained amount that shall be payable to SC (wherever contractually applicable).

Note:

* The transfer period between local banks in Qatar usually takes up to 48 hrs.
* We could explore the usage of system generated payment links/online payment, if that could expedite receipt of payments and then that could help us further reduce the orders receiving –processing window.

CAT to be looped in all order confirmations issued to the caterer, via the system generated pushed email notification.

**Caterer & SC Payment Process:**

CAT will oversee the operations and service delivery directly with the caterer onsite. A delivery note must be issued by the caterer and printed on service date to be signed by nominated contractor representative on site to confirm receiving the ordered service.

The “caterer” to handover the signed delivery notes along with an invoice to the “system operator” to transfer respective payments that were received already from contractors’ who bought into the program, while retaining the SC percentage where contractually deemed applicable to transfer it directly to SC account whose details to be later shared.

Timelines for submitting orders by interested contractors to buy into the program, processing correspondent payment to the chosen ordered menu entitlement element, sending confirmation to caterer, and payment processing upon successful service delivery, will be outlined in a set of policies and procedures regulating the Contractors’ meal program and the use of the ordering software which shall be managed by the software operator with supervision from SC.

**System Modules:**

* Items/ Service description
* Procurement
* Finance / Payment & Invoicing
* Reporting Module

The drafted “Menu Entitlement Elements” per tournament or Event will act as the reference for structuring the items inventory on the system, which shall be chosen by buying contractors’ at time of placing the preliminary order to issue the pro forma invoice/ payment link and at time of issuing the confirmed order to the caterer by the software operator after successful receipt of the order correspondent payment.

Procurement part is reflected in issuing confirmed orders to assigned caterer per venue, to purchase the required menu entitlement element (item) initially requested in the preliminary request via issuing a confirmed order to the respective caterer following receipt of payment by the software operator and performing any variations to the order as per outlined policies and procedures.

* **Order Variations:** The software operator needs to be able to amend confirmed orders either cancelling or adding to the ordered quantities. These variations process shall be regulated in the respective policies and procedures.

Finance module is required to reflect and capture received payment from interested contractors to buy into the program, and to later pay the caterers who successfully delivered the ordered service as well as pay the retained percentage to the SC where deemed contractually applicable.

Reporting Module needs to be available as well to show various statistics that includes but not limited to:

* Detailed issued orders per caterer per venue per tournament
* Total ordered value/ Quantity per menu entitlement element
* Total orders’ value per tournament
* Total orders’ value per caterer
* Total orders’ value per contractor
* Total revenue earned by SC per tournament

That would directly contribute to developing the contractors’ meals program, and enhancing or amending the outlined services and entitlements into what better suits the market and observed patterns from those statistics and also in generating more revenue to the SC.

**System Users:**

* Interested Contractors’ to buy into the program.
* Appointed Agency (Contractors Meals’ Program Manager)

For each tournament or event there shall be different awarded agency, which shall be granted access to the system by SC IT, based on CAT Team confirmation.

Security measures impacting allowing or restraining order submission shall be reflected in the system as per outlined policies and procedures per event. (i.e.: orders can only be placed 48 hrs. prior service date)

There should be a clear mandated handover process from one Agency to newly appointed ones, to be outlined by SC IT to ensure full and smooth transfer of the system ownership.

The linked bank accounts for meals’ payments transfer to the agency, will vary from one agency to the other, as well as caterers’ bank account(s)

**Proposed work flow:**

Software Operator, get notified of the placed order

Interested Contractor

Interested Contractor