

FRAMEWORK USER GUIDE

Supply and Distribution of Freshly Prepared
Sandwiches, Wraps, Paninis and Salads

TRCA/DF/FPSWP&S



Contents

1	Introduction	1
2	Framework Summary	1
3	Framework Suppliers	2
4	Framework Lot Overview	3
5	Buying from the Framework	3
5.1	Direct Award	3
6	Placing an order	3
7	Contract and Account Management	3
8	Complaints and Escalation Procedures	3
9	Any Questions?	4

1 Introduction

The Romero Catholic Academy (The Contracting Authority) has put in place a compliant framework for the Supply and Distribution of Freshly Prepared Sandwiches, Wraps, Paninis and Salads. It is a proactive, best value, collaborative framework that can deliver your entire Freshly Prepared Sandwiches, Wraps, Paninis and Salad requirements.

The framework is let on behalf of The Romero Catholic Academy but will also be open for use by all other public sector contracting authorities (and any future successors to these organisations), (as defined and implemented by Public Procurement (Amendments etc.) (EU Exit) Regulations 2020 or their agents. These include but are not limited to Central government departments and their agencies, Non-Departmental Public Bodies (NDPBs), NHS bodies (including; acute trusts, ambulance trusts, primary care trusts, care trusts, NHS hospital trusts, strategic health authorities, mental health trusts, special health authorities), Local Authorities (as defined in Regulation 3 (2) to (5) of the Public Procurement (Amendments etc) (EU Exit) Regulations 2020 Regulations ('the Regulations'), Police Authorities (as defined by Regulation 3 (1) (j) to (p) of the Regulations), Emergency Services, Educational Establishments (including Schools, Universities, Academies, Academies Trusts, Free Schools, Colleges of Further Education) and Registered Social Landlords who have a need to purchase these services.

Full details of the classification of end-user establishments and geographical areas are available on <http://www.dukefieldfood.com/tenders/>

2 Framework Summary

The framework agreement is divided into 11 Lots for supply and distribution of Freshly Prepared Sandwiches, Wraps, Paninis and Salads. The framework lots are detailed below: _

- **Lot 1:** Northwest and Cumbria
- **Lot 2:** East and West Midlands
- **Lot 3:** North Wales
- **Lot 4:** Yorkshire
- **Lot 5:** Northeast
- **Lot 6:** Southwest
- **Lot 7:** Greater London
- **Lot 8:** Southeast
- **Lot 9:** Suffolk and Norfolk

- **Lot 10:** Northamptonshire and Buckinghamshire
- **Lot 11:** Warwickshire and Coventry

A preferred supplier will be awarded per Lot, and this will be the supplier who scores the highest combined quality and price score. A second and third placed supplier will also be awarded per lot this will be the supplier who scores the second highest and the third highest combined price and quality score. The preferred supplier will be awarded all business in each lot tendered for unless they are unable to meet the framework user's requirement in these instances such business will be offered to the second placed supplier or the third placed supplier if the second placed supplier is unable to meet the framework users requirements.

There is 1 supplier who has been awarded as preferred supplier across each of the lots on this framework. A summary of the suppliers and the lots awarded are detailed below.

3 Framework Suppliers

The following suppliers have been awarded as preferred suppliers across the lots advertised:

- Tiffin Sandwiches Limited
- On A Roll Sandwich Company Limited
- The Sandwich King

4 Framework Lot Overview

Framework Lots	Preferred Supplier	2nd Placed Supplier	3rd Placed Supplier
Lot 1 – Northwest & Cumbria	Tiffin Sandwiches Limited	On A Roll Sandwich Company	The Sandwich King
Lot 2 – East and West Midlands	Tiffin Sandwiches Limited	On A Roll Sandwich Company	The Sandwich King
Lot 3 – North Wales	Tiffin Sandwiches Limited	On A Roll Sandwich Company	No award
Lot 4 – Yorkshire	Tiffin Sandwiches Limited	On A Roll Sandwich Company	The Sandwich King
Lot 5 – Northeast	Tiffin Sandwiches Limited	On A Roll Sandwich Company	The Sandwich King
Lot 6 – Southwest	Tiffin Sandwiches Limited	No award	No award
Lot 7 – Greater London	Tiffin Sandwiches Limited	On A Roll Sandwich Company	The Sandwich King
Lot 8 – Southeast	Tiffin Sandwiches Limited	On A Roll Sandwich Company	No award
Lot 9 – Suffolk and Norfolk	Tiffin Sandwiches	On A Roll Sandwich	No award

	Limited	Company	
Lot 10 – Northampton and Buckingham	Tiffin Sandwiches Limited	On A Roll Sandwich Company	No award
Lot 11 – Warwickshire and Coventry	Tiffin Sandwiches Limited	On A Roll Sandwich Company	The Sandwich King

5 Buying from the Framework

How do I buy from the framework?

Direct Award

Direct Award takes place where a customer direct awards business to a supplier without the supplier having to engage in a further competitive process to win the contract.

Each supplier has an agreed price list for the supplies and services available under each Lot and these can be accessed by initially contacting the Managing Agent of the framework, Darron Bibby on tel number: 01204 374060 at Dukefield Foodservice.

The price file highlights the fixed pricing period, product code, description, pack size, minimum order value origin and price. All contractor details are clearly highlighted on the front page of the price file. Further details will be passed onto the supplier's account manager who will set up your account, agree delivery dates and agree a starting date for supply.

6 Placing an order

Having selected your chosen supplier, order placement works on order on day 1 for delivery on day 2 the cut-off time for order placement is 2:00pm.

7 Contract and Account Management

Day-to-day contract management support is available from the support team at Dukefield Foodservice. Assistance is available 08:30 to 17:00 Monday to Friday excluding Bank Holidays and can be contacted either by phone or email as follows:

Email: info@dukefieldfood.com

Tel: 01204 374062

Our friendly staff will be on hand to answer your questions and assist you in any way they can.

8 Complaints and Escalation Procedures

Day-to-day complaints should be raised in the first instance with your chosen supplier. Where appropriate they may also be raised/escalated to Dukefield Foodservice. All complaints raised

will be recorded and the way forward agreed with the customer. In the majority of cases, such complaints will be addressed to the satisfaction of the customer within a reasonable period of time (such time will vary depending upon the nature of the complaint). However, in the unlikely event that a complaint is not resolved to the satisfaction of the customer within a reasonable time, complaints should be escalated as follows:

Contact the framework manager, Darron Bibby via email: darron.bibby@dukefieldfood.com or tel: 07545 051912

9 Any Questions?

Should you have any questions about the operation of the framework that are not adequately covered by the User Guide, please do not hesitate to contact Darron Bibby.

Email: darron.bibby@dukefieldfood.com

Tel: 07545 051912

or

Tel: 01204 374060