

# FRAMEWORK USER GUIDE

Supply & Distribution of Hot Pasta  
and Sauce Bar Concept

TRCA/DF/HPSBC - 2022



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## 1 Introduction

The Romero Catholic Academy (The Contracting Authority) has put in place a compliant framework for the Supply and Distribution of Hot Pasta and Sauce Bar Concept. It is a proactive, best value, collaborative framework that can deliver your entire Hot Pasta and Sauce Bar Concept 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 for supply and distribution of Hot Pasta and Sauce Bar Concept. A preferred supplier will be awarded all business let under this framework, and this will be the supplier who scores the highest combined quality and price score. A second placed supplier will also be awarded, and this will be the supplier who scores the second highest combined price and quality score. The preferred supplier will be awarded all business 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.

There are two suppliers who has been awarded as preferred supplier and second placed preferred supplier on this framework. A summary of the supplier awarded is detailed below.

## 3 Framework Suppliers

The following suppliers have been awarded as preferred supplier and second placed preferred supplier for this framework:

- TUGO Food Systems (Preferred supplier)
- Smartfood (UK) Limited (Second placed preferred supplier)

## 4 Framework Overview

Preferred Supplier	2nd Placed Supplier
TUGO Food Systems	Smartfood (UK) Limited

## 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 Tel: 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 4 the cut-off time for order placement is 12:30pm.

## 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](mailto: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](mailto: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](mailto:darron.bibby@dukefieldfood.com)**

**Tel: 07545 051912**

**or**

**Tel: 01204 374060**