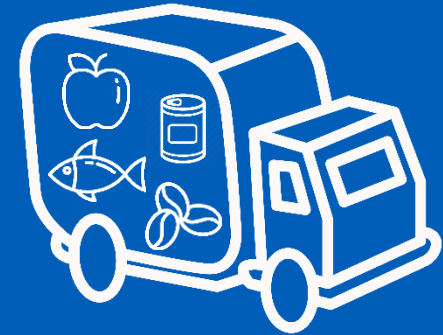


Multi-Temperature Distribution Model

Implementation pack



We're changing the way the NHS does food procurement with our new Multi-Temperature Distribution model and we're delighted you're on board for phase one of this exciting project.

Throughout this pack, we provide you with the information you need to know about our new model. We also give you everything you need to make an informed decision and gain internal signoff from all of your stakeholders.

If you have any questions or queries, please do not hesitate to reach out to a member of the team or your NHS Supply Chain: Food Account Manager.



David Gillham
Senior Account
Manager - South



Toby Hartley
Senior Account
Manager - Midlands



Miranda Reading
Senior Account
Manager - North



We are delighted to appoint **Bidfood** as our new Multi-Temperature Distribution partner. They are the leading and largest food distributor in the UK and we are really excited about our new partnership

Introducing our partner

Introducing Bidfood

Who they are

Bidfood is one of the UK's leading, specialist food wholesale distributors. They supply multiple food categories across ambient, chilled and frozen temperatures on the back of one multi-temperature lorry. They'll provide you with access to a one-stop shop for all of your food procurement needs.



Their depots

Bidfood aim to never be more than 80 miles from a customer's site and have 24 depots located throughout the UK. Each depot has a set delivery location which is determined by postcodes and region; meaning every NHS trust will be serviced by its local depot.



Their vehicles

Bidfood's location of depots helps us to reduce your food miles and our carbon footprint. With 1,000+ strong fleet of multi-temperature vehicles, our new model really does offer a truly consolidated food supply chain.



Framework Reference No: 316824 | OJEU Reference No: 2019/S 106-258299

Throughout the duration of the procurement process for our new multi-temperature distribution model we have followed Public Contract Regulations 2015. We want to ensure the process we followed is as transparent as possible, in particular, how we selected the successful distributor:

Stage 1: Selection questionnaire

This stage included a number of technical questions where suppliers were assessed or marked as passing or failing. These questions covered topics like:

- Capability and experience in multi-temperature distribution
- Management of products, both their own and via selected manufacturers
- EDI & system capabilities
- Process for handling customer queries & complaints

Stage 2: Tender stage

- Applicants who passed stage one were then scrutinised further against specifications, technicality, financials and compliance to the tender
- Once evaluated, the top scoring applicant was selected to be awarded as our new partner
- They were awarded on a framework agreement for two years with the option to extend for a further two, with pricing being reviewed on a six monthly basis

Emergency deliveries and service errors

Whilst the benefits of leveraging our scale with one specialist distributor are clear, we also need to ensure we have robust back up and recovery plans in place.

Emergency deliveries

If a trust needs an emergency delivery within six (6) hours, due to unforeseen circumstances or due to an event, it is the responsibility of Bidfood to provide the NHS Trust with an emergency delivery within its own capabilities. If this is not possible, then it will be the responsibility of Bidfood to contact its relevant supplier partners and arrange for a direct delivery to be made. NHS Supply Chain: Food will limit emergency deliveries to a minimum order value of £20.

Service error complaints

Service error complaints include: missing products, shorted products, incorrect products quantities/sizes/brands, damaged goods etc. For these type of complaints it is the responsibility of Bidfood to promptly supply a replacement no later than the next scheduled delivery. No minimum order value will apply.

Any issues or discrepancies relating to chilled or frozen products must be reported at time of delivery to the driver. Any discrepancies on ambient products need to be reported within 24 hours of receipt of delivery.



Order cut off times and delivery windows

Orders must be placed by 4.30pm to be delivered on a Day 1 for Day 3 delivery. This means, if you place an order before 4.30pm on Monday, you will receive your order on Wednesday.

Each trust will have a different delivery window as agreed with Bidfood. This will be confirmed as part of the site survey along with delivery days and any specific requirements. The standard minimum order value is set at £100.



Online eOrdering

The Bidfood Direct platform simplifies the ordering process:

- **24 hours a day.** Order when you want, where you want
- **Order history.** Previous orders are saved so they can be quickly placed again
- **Products specs.** Detailed product facts and nutritional info
- **Save for later.** Save an incomplete order and come back to it
- **Availability.** Live availability of stock via the system
- **Templates.** Create templates to speed up ordering

Ordering details

Telephone

During a telephone call, a Telesales Executive will accept your order and then check product availability.

Upon confirmation that the product is stocked, the order will be processed on your standard order lead time terms. If the product is unavailable at the time of ordering, a Telesales Executive will tell you when it is expected to be available, and offer an alternative product.



Customer support

In addition to your NHS Supply Chain: Food Account Manager, your trust will also have access to a dedicated Bidfood customer support team.

As much as we don't want things to go wrong, in the event it does Bidfood are ready to support. They will use their expertise to recommend alternative products, provide you with management information reports and much more. They are on hand six days a week to support your trust and should be contacted in the first instance.

Details of the process for contacting them, including contact numbers and email addresses, will be shared upon mobilisation.



Key performance indicators

Bidfood's performance will be measured against the following KPIs. These KPIs are the standard NHS Supply Chain terms and conditions.

Deliver On Time

For a vehicle to arrive within less than or equal to 30 minutes of the agreed delivery window.

+98.75%

Order Fulfilment

The total number of deliveries completed as ordered. Order fulfilment is determined at the point of dispatch from distributor.

+99%

Quality

Quality of the delivered product in accordance with the Framework Agreement.

+95%

Administration

Timely and accurate administration (including booking/amending delivery times and orders and invoices, delivery advice notes and labels)

+99%

The new model

Our new multi-temperature distribution model

The current NHS Supply Chain route to market only permits deliveries of ambient products, meaning chilled and frozen products can't be delivered directly. You've told us this is a big barrier to using NHS Supply Chain and that it needs to change.

We've listened to your feedback and are launching a new distribution service that will establish one national route to market for all food deliveries, including chilled, frozen and ambient products. Essentially, all of your food items will be delivered on the back of one multi-temperature lorry.

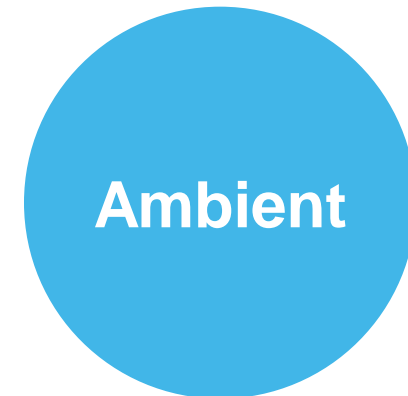
Rather than solely using the distributor's products and suppliers, we will also **nominate our own core NHS Supply Chain products and suppliers** into the distributors specialised food distribution network. This is for a selection of key high-volume lines, like milk and bouillons. This means **we can be sure of the quality and provenance of our food**. It also means we can continue to work directly with manufacturers, producers and growers, helping to provide the NHS with **great stories and transparency** around where our food is coming from.



Our new multi-temperature distribution model

Our overall aim is to ensure we are delivering the right products at the right prices and in the right way to give the NHS the best possible result. Over time, a key focus will be increasing the volume of products that are being purchased via our new multi-temperature distribution model. It should in time replace our other routes to market. This is where we need your support to really make the model a success!

The new model, once fully implemented will provide you with a one-stop shop for ordering food items of all temperatures, including:



Importantly, it's worth noting that food to go, sandwiches and ready prepared meals are out of scope for this project due to shelf life constraints and the complexity of those categories. Our Fresh Food agreement will remain in place for trusts who wish to purchase from local or regional suppliers.

The benefits



Savings

The new model leverages the collective scale of the NHS to deliver real cost savings to your trust



Ease

One multi-temperature distributor means deliveries from fewer suppliers, allowing you to streamline your back of house processes



Control

One eOrdering system means you can place all of your food orders in one place, saving you time and allowing you to focus on what matters most to your trust



Transparency

One national price for all NHS trusts gives you assurance the price you are paying is competitive



Sustainability

With fewer distributors and suppliers you'll receive fewer deliveries, helping to reduce food miles and carbon emissions



What people think of the new model

**Sian Langford,
Deputy Facilities
Manager, The
Robert Jones and
Agnes Hunt
Orthopaedic
Hospital NHS
Foundation Trust:**



"We wanted to be involved to help shape the new model and ensure our voices were heard. The NHS Supply Chain: Food team have been a great collaborator from day one, which has given us the confidence to work together to achieve results."

**Charlie Hudson,
Head of
Procurement, NHS
Supply Chain Food:**



"I'm really excited to have your trust on board for phase one of this really transformational project. The new model creates a platform to help us all leverage the collective volume of food purchased by the NHS. It also helps us to contract with growers, producers and manufacturers to not only deliver better pricing, but also greater transparency on provenance. Thanks for your support to date."

**Sam Lee, Category
Tower Manager,
Supply Chain
Coordination Ltd:**



"The new model will streamline the user experience for catering teams by providing one online ordering portal. This will reduce the amount of admin time, enabling catering teams to spend more time feeding patients and enhancing their experience for staff and visitors".

What trusts have told us

During the early stages of this project, we spent time with you and your teams understanding the in's and out's of your catering operations.

We looked at kitchens, storerooms and delivery areas, and this gave our teams really valuable insight into the challenges you face on a day-to-day basis. More importantly it also highlighted how the new multi-temperature distribution model will be able to help alleviate these for you.

Here's a summary of what we learnt during the engagement sessions. We've used this to build a framework that meets the needs of your trust.



Accreditations and nutrition

Allergens

Information on allergens will be provided on the product specification and label as appropriate. In the event that there is a change in the allergens contained within a product, Bidfood's data management system will inform you of this change. It is your responsibility to monitor and maintain any allergen changes.

Government Buying Standards for Food (GBSF)

NHS Supply Chain is committed to supporting NHS trusts to offer the most cost effective and nutritious catering possible. Our new model provides a platform to meet the needs of healthy and vulnerable patients. You can see some of our GBSF commitments on the next page. Full nutritional information will be available via the switch dashboard.

NHS Supply Chain: Food reserves the right to audit the Distributor as set out in the Framework Agreement to ensure that GBSF are applied appropriately as part of its provision of the Goods and Services.

Our new range includes a selection of products that meet the following specifications and accreditations. Speak to your NHS Supply Chain: Food Account Manager for more information on product specifics.



FAIRTRADE



Importantly, all comparisons of nutritional content, allergen declarations, suitability information and portion sizes have been completed for general guidance purposes only. These comparisons should not be used for recipe or menu analysis because product data changes regularly. NHS Supply Chain: Food is unable to accept any responsibility for the use of this information by NHS Trusts. As ever, full specification analysis should be conducted by checking the product label or specification.

Accreditations and nutrition

British Retail Consortium (BRC)

Criteria met.

Production Standards

Criteria met. Our contracts with suppliers state they must meet all UK and EU legislative standards. We have an independent food safety and auditing partner, STS, who we work closely with to ensure this happens

Traceability

Criteria met. We require all products to be fully traceable and compliant with traceability and labelling legislation as covered by EU Law

Authenticity

Criteria met. The distributor must have a system in place to ensure the authenticity of goods

Origin of Meat

Criteria met. Origin information is available on request via your Account Manager

Animal Welfare

Criteria met. Our contracts with supplier state they must meet all UK standards

Eggs

Criteria met. Eggs will be sourced from free range or enriched cage systems and must adhere to the British Lion Code of Practice

Palm Oil

Criteria met. Where used, palm oil must be sustainably produced

Ethical Trading

Criteria met. Fair trade bananas are included. The Distributor must comply with the BASE code of Ethical Trading Initiative. The tender includes separate tenders for supply and distribution, there are nominated products that have been advertised to SME's

Fish

Criteria met. All fish goods must be demonstrably sustainable, this includes fish with MSC Certification and MCS "fish to eat" or equivalent

Reducing Salt & Saturated Fat

We will be supporting you to identify opportunities to use products within different categories that comply with Salt Reduction Targets and those lower in Saturated Fat

Breakfast Cereals

There are options to meet higher and lower fibre options as well as lower sugar varieties

Sustainability is really important to us and Bidfood. It formed an important part of the tender process and will continue to do so in the future. In fact, our procurement team ensured that all our tender documents contained relevant questions to confirm the successful suppliers adhere to the appropriate environmental and sustainability standards. This includes ensuring our suppliers are applying the Social Value Act and Modern Slavery Act.





Food safety

Health and safety is our number one priority and we work with STS, our specialist food safety partner, to ensure all suppliers meet rigorous food safety standards. It is a requirement for working with NHS Supply Chain that suppliers are certified by STS at all times.

For the new Multi Temperature Distribution model, STS will be responsible for auditing the distributor and its depots or sites to ensure they are meeting the standards expected by the NHS. STS will also be responsible for auditing our core, nominated suppliers that deliver products into Bidfood. Importantly, Bidfood will be responsible for auditing all of its own suppliers and we will be able to share their food safety policy in due course.



Here's some of the other ways in which our multi temperature distribution model is going to help us to be more sustainable:

	<p>2</p> <p>It will give us much greater control and visibility of provenance</p>		<p>4</p> <p>It encourages innovation, as well as providing local, small and medium sized enterprises with opportunities</p>
<p>1</p> <p>We are able to reduce food miles and the impact we have on the environment</p>		<p>3</p> <p>It means we can closely monitor stock levels to reduce food waste</p>	

Next steps

What you need to do

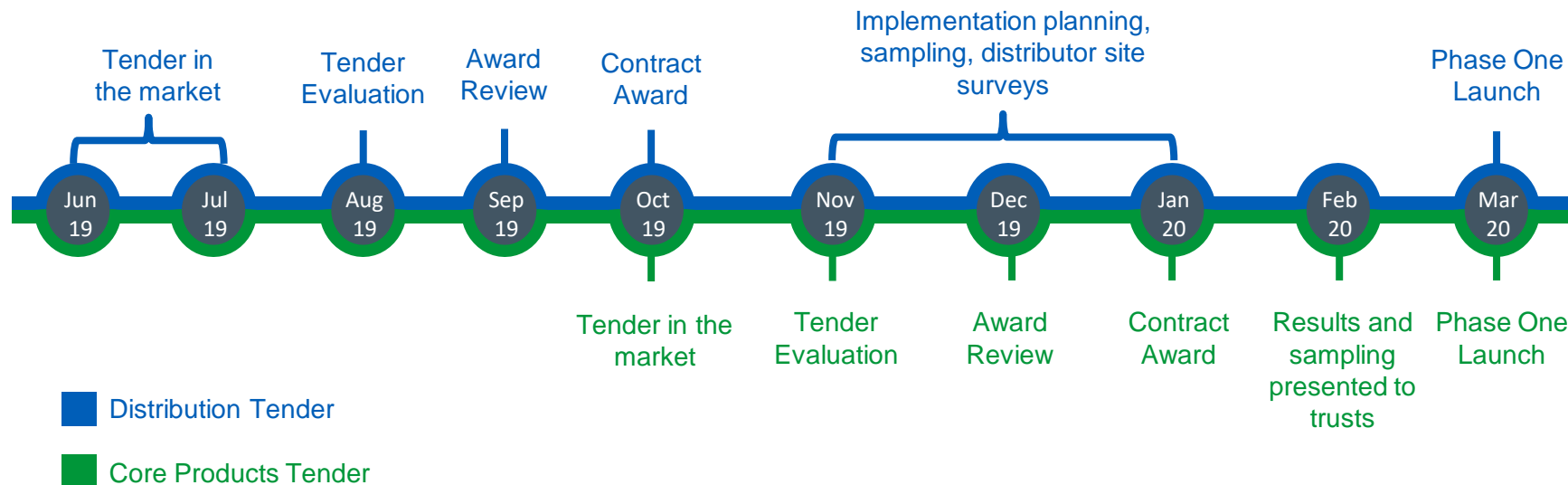
Once again, thank you for joining phase one of our new Multi-Temperature Distribution Model. We believe we will work stronger together with the new model in place.

Here's a checklist of actions you need to be aware of before going live:

- ☐ Confirm that your Sampling Session is booked and ensure all relevant stakeholders are invited
- ☐ Agree a suitable date to discuss moving fresh food, retail and core products to the new model
- ☐ Expect contact from the distributor to arrange your trust site survey
- ☐ Await your eOrdering login details
- ☐ Confirm your delivery locations and frequencies are still correct
- ☐ Await your account number/s and delivery days
- ☐ Await your Mobilisation Pack
- ☐ Raise any queries or questions to your NHS Supply Chain: Food Account Manager

Timeline

Rather than solely using the distributor's products and suppliers, we will also nominate our own NHS Supply Chain products and suppliers into a specialised food distribution network. Therefore, we have two frameworks: the distribution and the products. Both frameworks will launch in March 2020, however the tender timeline differs slightly. Above the line refers to the distribution tender and below the line is the products tender.



Contact your Account Manager

North



Richard Gray

richard.gray3@supplychain.nhs.uk
07795 047 464



Andrew Wilson

andrew.wilson7@supplychain.nhs.uk
07920 365 337



Laura Jurczak

laura.jurczak@supplychain.nhs.uk
07787 273 907



Helen Carroll

helen.carroll@supplychain.nhs.uk
07970 914 171

Midlands



Mel McColgan

melanie.mccolgan@supplychain.nhs.uk
07484 342 585



Toby Cheetham

toby.cheetham@supplychain.nhs.uk
07443 810 868



Rachel Bryan

rachel.bryan@supplychain.nhs.uk
07970 912 198



Jenna Hill

jenna.hill@supplychain.nhs.uk
07487 761 630
(maternity leave - contact Rachel)

South



Natasha Hansell

natasha.hansell@supplychain.nhs.uk
07976 390 892



Tendai Dhlwayo

tendai.dhliwayo@supplychain.nhs.uk
07970 911 994



James Cannon

james.cannon@supplychain.nhs.uk
07970 914 412



Sona Rathor

sona.rathor2@supplychain.nhs.uk
07970 914 414



Diane McKie

diane.mckie@supplychain.nhs.uk
07795 686 008
(maternity leave - contact Tendai)

Your mobilisation pack

You will soon receive a mobilisation pack which will provide you with further information about Bidfood, including:

1. Detailed accreditation commitments

2. Practicality

- Details of deliveries and ordering processes
- DBS Drivers (where relevant)
- Details of ordering methods including the online ordering system
- Invoicing & payment processes
- How distributor will communicate with trusts regarding substitutes

3. Control

- Complaints Process

4. Transparency

- Depot details
- Supplier map

5. Sustainability

- Carbon footprint/food miles / CO2
- Wholesaler Sustainability
- Certifications
- Delivery Optimisation
- Product Specification Stories

6. Trust specific information

- eOrdering login details
- Account number
- Delivery days
- Delivery window
- Date of first order

Thank you

Twitter: @NHSSupplyChain
www.supplychain.nhs.uk