

CHAPTER 2 - THE PFM FOOD SUPPLY SYSTEM

0201. **The Contract.** On behalf of the MoD, the DFS Team is responsible for the management and financial control of food supply (Non-CRL) to the Armed Forces. The contract seeks to provide a value for money approach in procuring an efficient, effective and economical food supply service to the Armed Forces with an all-round quality service from a leading National operator.

0202. **Contract Cost Driver.** The primary cost driver is the number of items picked and delivered. All Core Range items are issued to Units at cost price. The contract management cost is recovered by a central charge made for each item picked and delivered. It is in everyone's interest that Units use the contract economically by ordering full cases, rather than split items, wherever possible.

0203. **Individual Use of the Contract.** As a result of the way this contract is structured, Units are encouraged (seeking advice from their CoC where appropriate) to exercise common sense and an awareness of the primary cost driver. The breaking of bulk, increasing the frequency of orders and requesting new drop points can all add to the overall cost of the contract by increasing the management fee.

0204. **Other Sources of Food Supply.** Guidance on other sources of Food Supply for both Local Service Contracts and Local Purchase is contained in JSP 456 Vol 2, Chap 2 and Vol 1, Chap 8.

GENERAL PARAMETERS FOR ORDERING FOOD

0205. **Food Orders.** Food orders are to contain the following information:

- a. Contact name and telephone number.
- b. MoD Unit account number for each drop and address.
- c. Customer reference number.
- d. Date order placed.
- e. Required delivery date.
- f. Delivery address, including any special requirements.
- g. DofQ.
- h. Quantity required (related to the DofQ).
- i. Feedback code number.
- j. Description of item.

0206. **Alternatives and Substitutes.** Occasionally, Units may be offered an alternative or substitute product to the one they have ordered and it is their responsibility to accept or reject the offered product. The following definitions apply:

a. **Alternative.** In the event that the MoD Food Supply Contractor cannot supply an item in the Core Range and there is an alternative Core Product with identical quality, but options on pack size, the MoD Food Supply Contractor will ensure that the lower cost option is charged to the Authority.

b. **Substitute.** In the event that there is no alternative Core Product available, a substitute item will be offered for sale as agreed between the Unit and the MoD Food Supply Contractor at a price equal to that of the Core Product. In the event of a lower-priced product being substituted, then the lower price will prevail.

0207. **Goods Outside the Core Range.** Units may still purchase items from local contractors with Non-Public monies or use Non-Public funds to purchase from the Core Range. However, whilst public messing funds may only be spent in accordance with JSP 456 Vol 2 Chap 4, the MoD Food Supply Contractor has a wide range of products available, enquiries about which should be made to their Telesales Team.

0208. **Cancellation of Orders.** Orders, which need to be cancelled for operational reasons, are to be actioned through the Help Desk. The Authority may incur cost *'where the product is already packed/loaded on a vehicle and significant work is required to return it to stock'*. The MoD Food Supply Contractor's out of hours phone number is available from the Core Range Price List.

0209. **Dog Sections.** There are 2 methods of ordering dog food:

a. Where the Dog Section is at an establishment with no other Service feeding commitment, the Dog Section will be stated as a drop point to order and receive dog food directly.

b. Where the Dog Section is at an establishment where there are other Service messes, the Dog Section is to forward their order to one of the other messes who will place the order on their behalf. The food will be delivered to the mess for collection by the Dog Section.

0210. **Core Range Price List.** The Core Range Price List, including updates, deletions and amendments, will be published by the MoD Food Supply Contractor and distributed to Units to arrive no later than two working days prior to the start of the period to which it refers.

0211. **Emergency Food Orders.** There are occasions when demands are put upon catering facilities at short notice and an 'emergency' food order may be required.

a. **Contract Requirement.** The MoD Food Supply Contractor shall *'provide a system which will handle emergency orders during the working day and out of hours by an emergency telephone number'*.

Note: Emergency orders are not a method of obtaining food that Units have forgotten to order in the course of meeting normal commitments.

0212. **UK and NI.**

a. **Ordering.** The MoD Food Supply Contractor's Telesales Team will take food orders for the UK and NI. The Telesales Team will initiate the call during

an agreed call window and Units should not call before the pre-arranged times. Orders will be taken between 0800 and 1300, local time, Mon to Fri unless otherwise agreed between the MoD Food Supply Contractor and the Unit. If the Telesales Team is unable to take the order, they will arrange to call back at a mutually agreed time.

b. **Core Items.** Following extensive testing and consultation, a Core List of approximately 1200 products has been identified by DFS. Orders for items from the Core List may be placed with a 2 working day lead time to the standard delivery schedule (Mon to Fri).

c. **Special Forward Orders (SFOs).** Units may place orders for non-core products, known as SFOs, from the MoD Food Supply Contractors published non-core catalogues. The lead time is 3 to 5 working days of the Units' standard delivery schedule. Deliveries of these products are made at the same time as Core Range products.

0213. **Scottish Outer Isles.**

a. **Core Items.** Orders will be placed with the Telesales Team in the normal way and deliveries to Benbecula and Stornoway will be once a week. The lead time for orders is 5 working days. In emergencies, a minimum of 24 hrs notice is required prior to despatch from the MoD Food Supply Contractor's depot.

b. **SFOs.** Units may place orders for non-core products from the MoD Food Supply Contractor's published non-core catalogues. The lead time is 5 working days of the Units' standard delivery schedule. Deliveries of these products are made at the same time as Core Range products.

0214. **Germany.**

a. **Ordering.** Units requiring green field site deliveries from the Rheine Depot are to request control numbers from UKSC 6 weeks prior to first deliveries. The MoD Food Supply Contractor's Telesales staff shall initiate the call at pre-arranged times and Units are not to call before these pre-arranged times. Orders shall be placed between 0800 and 1300, local time, Mon to Fri. If the Telesales Team is unable to take the order, they will arrange to call back at a mutually agreed time. Units are to use the Germany Exercise Core Range.

0215 – 0299. Reserved.

(INTENTIONALLY BLANK)