CCS Q&A for Food Supply & Delivery platform webinar

Question Number	Question	Response
1	Will you consider consortia here?	If all members of the consortia are currently delivering or have recently delivered this Technology & Management proprietary solution, then yes.
2	Could you tell me if coffee machine supply, service and consumables will come within this framework?	Drinks will certainly be a product on the platform. We are open to the development of a vending provision as well to support the delivery of food and drinks.
3	Is the intention to buy off the shelf or build this?	The system we are looking for will be 'off the shelf' developed and proven.
4	How will the use of this platform be mandated? eg what stops a public body choosing to use their suppliers/arrangements.	Hello - It will not be mandated - it will provide a choice for Public Sector buyers.
5	May be covered later, (assuming the budget to create platform is being funded upfront) what sort of budget is being considered and the timetable to deliver this requirement?	There will be funding available in recognition of the additional resources required to capture data sets for the pilot. The timetable for the issue of the Technology & Management supplier OJEU is anticipated to be towards the end of this calendar year.
6	What is the desired target platform; I assume that it will be cloud based, but are there any existing relationships that CCS want to use, i.e. are you mandating a cloud platform?	The platform has to be Web - based. There is no mandation on cloud platform though servers and data should be stored within the UK.
7	This is a big project with significant risks for the technology suppliers, which will increase your costs. Would you be willing to engage a specialist to help you prepare specifications & high level design for suppliers to bid against?	The specification and design of the platform is aligned with the Bath & North East Somerset Pilot (BANES).
8	Do we need to be on the Gcloud 12 framework to apply?	No.

9	Are you able to provide a list of example data you'd expect to see in the system and more detail on the various buyer criteria used? What would the CSV look like that you would be providing for importing vetted suppliers?	An example of the supplier data:
		Supplier name, address, contact information, company number, VAT registration number
		Supplier description (explanation of individual characteristics of the producer)
		Supplier images (e.g. photo of the Supplier and their manufacturing process)
		Product name
		Product weight (either guide weight or fixed weight)
		Product quantities
		Product absolute net price incorporating VAT where appropriate and price/kg or price/litre
		Product description (open text)
		Product ingredients (conforming with EU legislation on allergen information)
		Product descriptor (packaging info, grouping, single item, weighed)
		Product dietary/lifestyle characteristics (organic, free-range, GM, soya free, dairy free, wheat free, gluten free and such like)
		Product images – "packshot" + lifestyle image where appropriate and possible
		Product categorisation (e.g. Fresh food; Meats - Beef)
		Product availability data (available from and to)
		Product fulfilment characteristics (e.g. stock or freshly picked)
		Refrigeration / temperature environment data
		Product perishability and use by data
		Product classifications (e.g. Class 1 or 2 or grade)
		Country of origin if imported
		Means of importing
		Method of catch (if fish; seafood)
		Storage and Use instructions
		Minimum order quantity and number of products in a case
		       Delivery options
		       Delivery charge(s) linked to delivery options
		       Stock volume held

10	Are there paths defined for the return path, for example for waste, recycling, and reuse of both food products (where applicable) and packaging?	This would certainly be areas that we would want the successful Logistics suppliers to expand on when responding to the Logistic OJEU.
11	Is there scope for smaller technology suppliers, who already have food ordering technology, to participate? Or is it only for a single, large technology entity?	The OJEU will be open to all Technology & Management suppliers - regardless of size.
12	Is there a need for allergen & dietary requirement management & filtering?	Yes.

13	When do Logistics suppliers need to receive their schedules? I.e. evening before, or same day?	This will be discussed and agreed upon the successful appointment of the Technology and Logistic suppliers. Logistics suppliers also need to have their own live cloud based dashboard providing real time data.
14	Where can we see documentation on the platform APIs? Can we set up accounts to test with?	There is no documentation on APIs to share at this time. There is a foreseen future API to be created from the CCS DPS questionnaire (planned to be managed by existing supplier: "NQC"). Additional APIs will depend on the future technology supplier selected.
15	Can you advise the process from here?	There will be regular updates issued by CCS on what the next steps will be.
16	Have you considered that seeking a single "proprietary system" will increase the risk of data lock-in and vendor lock-in over time similar to what the NHS has seen for primary care systems? Changing this to insist on open standards and open data/API for the service will allow other diverse specialist suppliers to add features and value, e.g. data analytics and AI features beyond what the main technology supplier provides. It will also allow SMEs to participate.	A willingness on the part of the technology supplier to engage in future innovation both within their own proprietary system and by collaborating with other platforms will be sought at tender. One of the biggest impacts of the FS&D platform will be to open the market to more SME food producers than ever before with transparent open supply chains. Proprietary technology is proven to achieve this as demonstrated in the BANES pilot.
17	Based on the work already performed (Bath) , do you already have an existing systems viewpoint which have the required data integration points?	Yes we do. These will be based on the BANES pilot.

18	(1)What are you considering as the success criteria for the pilot? (2)What time frame are you considering for the pilot success criteria to be demonstrated? For examples, during the pilot period, what price index is sought versus pre-existing large-scale providers? (3)To what extent will subsidies (from all parties) be considered and/or expected to achieve this outcome given the lack of scale that will inevitably exist at pilot stage? (4)How will the qualitative differences (to food quality, choice, service, provenance, sustainability) the pilot brings be measured and benchmarked?	1) The dynamic food procurement model being adoped by FS&D has already been proven in BANES to provide greater choice of fresh produce, supply chain transparency and lower prices than previous supply chain incumbents. Therefore, the success criteria for the pilot should test the ability for 3rd party logistics providers to be added into the model and success criteria should therefore focus on on service effectiveness (collaboration between Technology and MAnagement Agent and Logistics Supplier, fulfilment from SME producers, consolidation and packing and delivery to the customer, Customer service management) 2) 6-12 months was the time needed for the BANES pilot to demonstrate KPIs 3) It is not expected that the FS&D model at pilot stage will provide significant cost savings to the customer nor profitability for the Technology and management agent or logistics proceesors due to the limited scale of the model. The pilot is to be viewed as an investment by all stakeholders in providing the foundation upon which a new more sustainable model of food supply for public sector can be built. 4) Universities have already expressed an interest in commissioning research to study this.
19	Slide 11. Who is responsible for appointing food and logistic suppliers? Who is responsible for the correct operations of the food and logistic supplier? e.g. the use of eco-friendly packaging, delivery on time, food labelling, etc.	CCS will be responsible for the appointment of the Food and Logistic suppliers. The Business and usual activity will be the responsibility of the Technology & Management supplier as per slide 11.

| 20 | Slide 12.
Is our interpretation of the following bullets correct?
o Capability/Capacity of a producer to fulfil an order: only show suppliers that
are available in a specific date and delivery area
o Pre shipment hold days: show the minimum notice period to place an order
with a specific supplier (e.g. at least 24 hours before delivery time)
o Mini competition management: share RFP submitted by a buyer to multiple
food suppliers that would send different quote proposals (tender-like)
o Fully dynamic pricing: custom made pricing specifically for your buyers
o Order management:
▪ order split by producer: have multiple suppliers for 1 single order (e.g.
food delivered from 2-3 suppliers at the same time)
▪ product split by price: show price for every item on the platform
o Timestamp order: standard trusted digital timestamping
• "… in-house capability to adapt, …": platform managed directly by our tech and
product team instead of an external software house
• "Taking orders for the deliverables from buyers in respect of the buyer ordering
pattern": please clarify | The interpretations are not all correct. The BANES pilot demonstrated that:
o The capability/capacity of a producer to fulfil an order were based on a combination of several parameters. So, we would expect that the FS&D requirement here is for a technology platform to successfully flex to the needs of producers fulfilment capability whilst delivering the order placed by the customer.
o The pre-ship hold days is a parameter around the length of time the logistics processor can hold on to food post fulfilment and pre-delivery to the customer.
o There is a need for both fixed price windows on certain categories of food (managed by mini-competitions) and dynamic pricing where product pricing is subject to weekly or even daily market fluctuation. So, we would expect the FS&D requirement will be to support both approaches on an individual product according to client requirements.
o Producers and suppliers need to receive orders to serve multiple clients with product pricing split by fixed price or dynamic pricing within the same order. So, we would expect the FS&D requirement will therefore be to ensure producers and suppliers receive one order to serve multiple clients with a range of product-pricing approaches incorporated within one order. |

21	Slide 13 Technology Solution Process Management o "Track product movements by Logistics Processor": who is responsible for implementing the GPS tracking technology on the logistic partner fleet? o "Manage QA, stocking, …": what is meant by "manage"? Do you require on site personnel from the technology provider? • £ Flow o Who defines the payment terms for food and logistic suppliers? o What are the payment terms for the customers? o What do you mean by "Customer pays via Technology Solution"? Should all transactions be managed via CC?	All fleet related issues sit with the logistics processor. QA and stocking need to be managed by the technology and management agent. Ie. the technology solution needs to support this with and for the logistics processor. Full time on site personnel are not foreseen for the technology and management agent though site visits are foreseen. Payment terms will be subject to tender by the technology and management agent and the logistics suppliers. The technology platform is required to support both card payments and BACs payments via invoicing process.
22	Slide 15 1st bullet: do you require a proprietary ERP from the tech provider to be used by all food and logistic suppliers? • 3rd bullet: are onboarding documents and online tutorials sufficient or is an in-person training required?	1st bullet - Enterprise resource planning (ERP), the integrated management of main business processes, will be in real time and will be mediated by the successful Technology and Management Suppliers software and technology. 3rd bullet - In the current environment then onboarding documnets and online tutorials will be sufficient.
23	When are you planning to share the tender proposal details and what is the estimated time we will have to submit our proposal?	There will be further engagement with suppliers who have indicated their ability to provide the platform.
24	Are the product categories that will be initially available single items or prepared meals? (e.g. "fresh meat" referring to a grocery item or a meal including fresh meat products?)	The initial product categories at the start of the Pilot, will be Fresh single items

| 25 | 1. Have you created personas for the full range of potential users of the platform and would you be willing to share these with us?
2. Do you have estimates of transaction volumes by type for the pilot and for each year for the following three years?
3. Do you see requirements for the technology supplier beyond just providing the platform? Could that include deployment and training for major users?
4. You mention paying via a technology solution. Do you have anything particular in mind? Were you thinking of paying via online credit card services or via BACS transfer systems? What would be the most convenient method of payment for you? Would different buyer personas need to use different payment methods?
5.You mention a system to enable smaller suppliers to "hide" themselves when they don't have capacity. Is product consistency important to you and, if so, how would you want to manage this should the normal smaller supplier temporarily not have capacity?
6. Do you have examples of the types of data inputs and outputs you would expect to see in the system - e. g. an example CSV of the supplier information you plan to provide us with for vetted suppliers, fields required for ordering and invoicing information etc.? Would you be able to share these with us? An empty spreadsheet with field names to show the structure or anonymised data would be fine.
7. Do you have a preferred commercial framework for using the platform? | 1. No these are not available currently.
2. We currently do not have this detail.
3. Yes.
4. We anticipate various methods of payments. Different buyers will require different payment measures.
5. Product consistency is important, if a supplier temporarily removes themselves from visibility on the platform then the capacity will be picked up via other available supplies on the platform.
6. We anticipate being able to share examples of templates prior to OJEU.
7. CCS will act as the Commercial Framework for this platform |

26	Questions on the selection process '1. Do you have any specific criteria for the selection of your technology partner and would you be willing to share them with us? 2. Do you have weightings for the importance of these criteria? 3. What would be the next steps for selecting your technology partner? 4.How many technology suppliers have so far expressed an interest in bidding? Will you make these names public at some stage?	1. The criteria will be based on price and quality. 2. The percentage weighting across price and quality is yet to be decided. 3. Further discussion with the market and those suppliers who have expressed an interest in this project. 4. Numerous suppliers have expressed an interest. No we do not make these detail public during the procurement process.
27	1. Is there a risk that the objective to divert spend to fresh, local produce may, further down the line, cloud the over-arching objective to provide SME-inclusive, dynamic procurement, fulfilment and delivery capabilities. So in future the interpretation could be that this platform be limited in that it only covers fresh, local produce? 2. Over the years, I have found the CCS portal quite difficult to navigate. I haven't had a huge amount of time to dedicate to this, but I also hear others say that the only way they can navigate the system is to have a dedicated resource. Which for us as an SME isn't really an option until we start to make some progress. I feel in order for the platform to be SME-inclusive there will need to be some additional support to help get SMEs started. Perhaps video resources and even a dedicated, named account manager?	1. The objectives appear clear and aligned with BANES pilot. The platform will give all Buyers the choice to select Suppliers that fulfil not only their food requirements but also meet Government policy with regards to SME accessing government spend and sustainable and environmentally friendly sourced food from local suppliers. 2. Training and support will be available to all users of the platform. The pilot region benefits from a dedicated project manager who will work with food suppliers to assist with onboarding to the DPS platform.
28	1. Can our products be included in the pilot that will take place by the end of 2020/ early 2021? 2. Is this online platform give only access to public sector food buyers or rather also to chains like Tesco, Morrisons, etc? 3. As an imported food SME how will we be evaluated and get access to the platform? As an imported food SME how will we be to engage directly with buyers/ government departments ordering food directly? 4. About the technology & management part of the online store: will be depicted online all the steps we will have to follow in order to ship our products from Portugal to UK? Can we get some logistics support? 5. Finally about the pricing mechanism: I think it would be good a combination of booking fee and % uplift.	1. All compliant products and producers are in scope for the pilot. 2. The BANES platform was piloted in public sector only. 3. Overseas suppliers can participate. Products must be compliant and fulfilment capabilities must meet requirements. 4. Logistics into UK will need to be in place.

29	1. How do you envisage product pricing being managed? Eg., in line with market-led fluctuations or via a different means? 2. What is the average number of daily orders you anticipate the Platform supporting? 3. With regards to the planned South West pilot, would this include piloting with wholesalers as well as regional food producers/suppliers/processors?	1. The product price is set by the food supplier. Both dynamic pricing (subject to market fluctuations) and mini competitions (fixed prices for a period) will be in use 2. We currently do not have that information available. 3. Yes - wholesalers can choose to be food suppliers on the DPS and/or a logistics supplier in the pilot region.
30	1. Has there been a budget assigned to the framework at this stage? 2. How many suppliers are you looking to include within the framework? 3. Will work be awarded to individual suppliers or multiple suppliers through a consortium? 4. Is there a set technology stack that you would like to deploy within the framework?	1. No. 2. The Technology & Management supplier will be a National Appointment with only one succesful supplier. The Food suppliers can be numerous via the DPS. There will be one Logisitc supplier apponted per region. 3. There will only be one supplier of the Technology solution - this can be a consortium. 4. This can be proposed by the technology and management suppliers.