



The Intelligent Food Guide Frequently Asked Questions & Answers

Below is a list of answers to questions raised during consultations with stakeholders. NSW Procurement welcomes further questions relating to The Intelligent Food Guide and use of the Food Services Contract. Responses will be posted on this site.

Should you wish to raise any questions, please email nswbuy@commerce.nsw.gov.au

	Question	Answer
1.	Do I have to buy from NSW Government Food Services Contract?	<p>Every canteen operator should take advantage of the significant savings benefits offered by this contract. The savings can range from 8% - 19% depending on each canteen’s current purchasing practice. These savings can support canteens in delivering sustainable services to students and school communities.</p> <p>School-managed canteens in the public school sector are required to purchase from the contract as per normal government purchasing regulations.</p> <p>Canteen’s operated by not-for-profit organisations such as Parent & Citizen’s groups and other community organisations together with canteens in the Independent and Catholic School sectors are eligible buyers and are encouraged to buy from the Food Services Contract.</p> <p>Public or private school canteens operated through a private lease arrangement for the profit of the lease holders are not eligible to buy from this contract, but may in some cases meet the requirements for eligibility as a ‘nominee purchaser’. If you would like to know if you can access the Food Services Contract or know more about it please contact the Department of Commerce on telephone 1800 NSW BUY (1800 679 289).</p>



Question	Answer
2. Why should I use The Intelligent Food Guide?	The Intelligent Food Guide is your tool for finding and buying food from the contract that meet the requirements of the Fresh Taste Strategy.
3. Do I need to Register to become a buyer?	<p>Yes you do. Contact the NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289) to check if you are already registered as a Buyer.</p> <p>Registered Buyers will be given a NSWBUY Identification Number.</p>
4. What do I do if I am not Registered as a Buyer?	<p>Complete the electronic form available at: http://ebseforms.commerce.nsw.gov.au/NSWBUY</p> <p>Once registered you will be given a NSWBUY Identification Number.</p>
5. What Schools can buy from The Intelligent Food Guide	Government, Catholic & Independent Schools who directly operate canteens or whose canteens are operated by local Parent’s & Citizen’s groups are eligible to buy from The Intelligent Food Guide.
6. Can anybody else buy from The Intelligent Food Guide	<p>Once registered, other bodies eligible to buy include:</p> <ul style="list-style-type: none"> • TAFE Colleges and Universities; • Not for Profit Organisations & Registered Charities; • Pre-Schools, Kindergartens and Child Care Centres; • Family Day Care Administration; • Student Support Groups (established under the auspice of the relevant school or education institution) and • Other community based service providers.



Question	Answer
7. Can I buy from the Intelligent Food Guide if the canteen is privately leased?	<p>A leased canteen operator may satisfy the conditions for becoming a ‘nominee purchaser’ in accordance with the terms and conditions of Contract 801.</p> <p>To find out more contact NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289).</p>
8. Where can I find a list of the Suppliers on Contract as well as their contact details?	<p>Check out the Supplier contact list included in The Intelligent Food Guide.</p> <p>The Supplier contact list can also be found in the Contract Guide 801 on www.nswbuy.com.au > Food</p>
9. How do I place orders to Suppliers?	<p>You can phone suppliers for pricing and place your order directly over the phone or via fax, quoting your NSWBUY Identification Number.</p> <p>A Purchase Order Template is provided at the back of The Intelligent Food Guide.</p>
10. Can I place orders to Suppliers electronically?	<p>Yes you can.</p> <p>Contact the NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289) to check if you are already registered as an eBuyer (smartbuy®).</p>
11. What do I do if I am not Registered as an eBuyer and would like to place orders to Suppliers electronically?	<p>Contact the NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289) who will advise you of how to apply on: http://ebseforms.commerce.nsw.gov.au</p>



Question	Answer
<p>12. What options are available electronically?</p>	<p>You may choose to have search and browse access to product and pricing information electronically, or</p> <p>You may choose to have search, browse and purchase access to product and pricing information electronically.</p>
<p>13. Who has been involved in the development of The Intelligent Food Guide</p>	<p>The Office of NSW Procurement, Department of Commerce</p> <p>The Healthy Kids School Canteen Association</p> <p>The Department of Education and Training, Student Welfare Directorate (including links with Catholic and Independent Schools)</p> <p>The Federation of Parents & Citizens Associations of New South Wales</p>
<p>14. Will my local supplier be used by the distributor?</p> <p>I have strong ties with the local community and we depend upon goodwill for donations other than food and canteen transactions.</p>	<p>The State contract offers a wide choice of products from 22 suppliers which have a broad distribution capability across metropolitan and regional NSW.</p> <p>Customers can always request a supplier to consider sub-contracting a local supplier as distributor, but this cannot be enforced under the Trade Practices Act.</p> <p>It is unlikely that a commercial contract will provide lower pricing than good-will donations from local community providers. Where canteen operators can obtain safe, reliable, quality products through this means then they should continue to do so.</p>



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<p>15. Is there a commitment to acknowledge food origins where possible?</p> <p>Our P&C selects locavores (local providers) where possible and almost always prefers Australian ingredients and Australian packaged goods.</p>	<p>When tendering, the NSW Government considers a wide range of policy issues including regional development and small-to-medium size enterprise participation but cannot prescribe only Australian manufacturers under the Free-Trade-Agreement.</p> <p>This is not to say that canteen operators cannot exercise the right to purchase products that they consider fit-for-purpose which may include quality, food safety, supply chain or country of origin considerations. Simply ask your supplier.</p>
<p>16. Will ingredients be listed, accessible or available for products?</p> <p>Our canteen struggles to find comprehensive lists of ingredients for purchasing products. The ingredients have to be known to minimise liabilities regarding allergies. Whilst the Fresh Taste Strategy ensures nutritional values are communicated, this does not necessarily include food ingredients.</p>	<p>Australian food laws require food suppliers to clearly identify product information including country of origin. Suppliers have a responsibility to provide product information and should make this product information available upon request.</p> <p>If a product is not properly labelled contact the supplier. If required, further action should be taken with your relevant Support Centre as indicated in The Intelligent Food Guide.</p> <p>The HACCP certification of all food suppliers on this State contract enhances the issues of food safety for customers. As a last resort, the indemnities and insurance provisions of this contract, manage the consequences associated with breaches in food safety.</p>
<p>17. Is there a levelling of costs to support the firm price periods?</p>	<p>In general, canteens presently benefit little from current food industry practices and structures, because they buy alone. The industry is now more concentrated around production, volume sales at both retail and wholesale levels and transportation.</p> <p>This contract enables canteens to buy as a cohesive market and to leverage the industry. Buying as one will maximise price savings. Fewer deliveries impacts on the environment positively and increases safety in schools.</p>



Question	Answer
<p>18. Will my canteen carry the costs so as to allow equal pricing across the state?</p>	<p>The benefits available to canteens buying under this agreement, greatly outweighs any cross-subsidy due to “equal pricing”</p> <p>Under the contract, NSW was divided into 5 supply regions to maximise competition and optimise the supply chains. Prices for fresh produce categories are regionally based. Prices for non-fresh categories are state based.</p>
<p>19. Will there be opportunities for price flexibility from the providers due to market forces or are they fixed term offers?</p>	<p>Suppliers were also invited to provide discounts associated with volume or agency based decisions, which education sectors may wish to investigate once aggregated volumes have been established.</p> <p>Under this contract, prices are varied based on relevant CPI food indices, and the fixed price periods are based on the volatility experienced by each food group:</p> <p>Fruit and veges, meat and poultry and smallgoods – 3 months</p> <p>Grocery, juice, fresh milk and dairy – 6 months</p> <p>Fresh bread and bakery – 12 months</p>



Question	Answer
<p>20. At my local IGA bananas can swing from \$1-97 through to \$4-97 a kilo all in a fortnight. I do want to be offered great deals when they are available.</p>	<p>Canteen operators have the right to buy “spot” at any time but should consider the added “non price” costs associated with that practice when making that decision.</p> <p>This contract delivers savings across the full basket of goods and generally localised retail spot price swings over a fortnight will not be experienced.</p> <p>Price movements may though be reflected in the quarterly price adjustment depending on wider market supply and demand experiences.</p> <p>Of course, the food market is vulnerable to climate and other conditions that may cause price variation.</p>
<p>21. Customer Service Guarantees?</p> <p>Who do I complain to if I have problems with deliveries, products or suppliers.</p>	<p>The lead time and service commitments of all suppliers under this agreement are clearly defined.</p> <p>If you experience any of these problems, the first point of contact for resolution is the supplier.</p> <p>If the issues continue to be unresolved, the issue can be addressed at P&C or DET level or escalated to NSW Procurement on 1800 NSWBUY for resolution.</p> <p>The Intelligent Food Guide has all the contacts listed for problem resolution.</p>



Question	Answer
<p>22. What if I need food items that are not listed in the Intelligent Food Guide?</p>	<p>Food items not listed either in the Guide or under the wider Food Services Contract 801 can be ordered from the contracted suppliers though not at reduced prices.</p> <p>Food Service Contract 801 is expandable. Unlisted items ordered from contracted suppliers are reported by suppliers to the Department of Commerce for consideration to be included in the contract.</p> <p>Canteen Operators should also feel free to recommend additions to the eligible food list to Commerce through their central Intelligent Food contact.</p>
<p>23. Can a Contract supplier offer me better pricing?</p>	<p>A Contract supplier may offer a better than contract price on the basis of a guaranteed order over a period and for a guaranteed volume. However in some instances Contract suppliers may wish to grow or expand into a particular market and may also offer better than contract prices.</p> <p>To be covered by the terms and conditions of Contract 801 ensure that you quote your NSWBUY ID on all food orders.</p>