Better value, delivered.

Washroom Services User Guide

Ref No: 544

Giving you a helping hand to choose the right framework for your school



ypo.co.uk/contractsforschools

About YPO

We provide contractual solutions for schools all around the UK, helping you set up or renew contracts for a wide range of products and services.

Established in 1974 by a group of 13 local authorities, we're the UK's largest public sector buying organisation and we're still 100% publicly-owned today. We work closely with our suppliers and collaborate with other public sector buying organisations to achieve efficiencies and value for money, returning all our profits back into the public purse.

We can negotiate the best deal for you by combining your demands with those of other customers to create economies of scale. This means that you receive the best possible solutions and prices without ever having to compromise on service or quality.

Our team of experienced and qualified procurement professionals can offer you advice, guidance and expertise on procurement, as well as supporting you through the process if you need any extra help.

Framework overview

We've got a range of frameworks to help schools set up contract agreements with our supply base. But what exactly is a framework?

Framework: A framework is an agreement put in place with a supplier or a range of suppliers, allowing you to place an order for products (e.g. furniture, first aid equipment), services (e.g. energy, electronic kitchen management, cleaning etc) or works (e.g. building works) in a quick and easy way.

Washroom Services – 544 | Facilities Management Framework	
Start date:	1 April 2020
Expiry date:	31 March 2023
Extension(s) if applicable:	1 x 12 months
Contract notice ref no:	2019/S 238-584182
Contract award notice ref no:	2020/S 077-183174
Potential maximum value:	£40,000,000 - £160,000,000
Rebate:	0.5%
Geographical location(s):	National

Framework summary

This framework is for the provision of a high quality washroom service from the installation of roller towels and hand dryers, to sanitary collection and disposal, washroom equipment, sanitising systems, air fresheners, and vending machines. It's important your students, staff and visitors have a clean and pleasant washroom experience and our suppliers pride themselves on making this a discreet and professional service for you, whilst offering value for money.

Category (lot)	Description	Method of awarding a supplier
1	Sanitary collection and disposal services, nappy and incontinence waste collection, medical collection and disposal service, sharps collection and disposal service, clinical waste collection and disposal service, disposal of offensive waste	Further competition/direct award
2	Roller Towels	Further competition/direct award
3	Hand Towels	Further competition/direct award
4	Washroom Equipment	Further competition/direct award
5	Additional Smaller Washroom Equipment - This can be purchased directly from the list price with a percentage discount	Further competition/direct award

Benefits of using our facilities management frameworks:

1. Our solutions cover all your FM needs including ad-hoc requirements or longer-term contracts
2. An extensive range of national and local suppliers
3. Scope has been left open so you can shape the contracts to suit your school
4. Our frameworks offer FSM support following the government benefits voucher scheme
5. The FM team has years of first hand construction, local authority, primary, secondary and higher education and NHS buying experience

Step by step guide...

on how to select your preferred supplier from the framework

Further competition:

This simple to run procurement exercise is in-place to help you select the most suitable supplier to meet your requirements creating fair 'competition' between them, to make sure you get the best value for money. All the suppliers have been through a thorough vetting process before being awarded onto our frameworks – one less thing for you to worry about.

Step 1: Initial enquiry

- Customer contacts YPO for information
- The relevant team discusses the requirements with you and provides a user guide for more information
- If you're happy to go ahead, you must complete an access agreement which the team will send to you

Step 2: Meeting customer requirements

- We can offer support and provide templates, helping to write individual specifications and requirements, tailoring your contract to your exact needs
- Further catch ups or discussions may be required and we can go through anything you're not sure of. We're here to offer you as much or as little support as you need
- Initial timescales are then proposed
- Draft documents are created
- Unique customer code is generated which will be referenced on all documentation going forward





Step 3: Further competition

- We can issue the further competition documents to the relevant suppliers on the framework
- We're on-hand to manage any queries or clarifications from the suppliers, or you can manage this part independently
- Further competition closes and we'll provide you with all supplier submissions
- You'll go through and evaluate the submissions and select the most suitable supplier to meet your requirements – we're available to help you with evaluation on a project by project basis, subject to discussion

Step 4: Contract award

- We'll issue the acceptance letter to the winning supplier you've chosen, as well as the rejection letters to the unsuccessful suppliers via our e-portal
- There's then an optional 10-day standstill/cooling off period which we advise you take. During this time you can't have any contact with the winning or losing suppliers
- The chosen supplier is then awarded and you can start working with them
- Once your contract is set up, we're still on-hand to help you with any questions you may have

Direct award:

To carry out a direct award all you need to do is complete an access agreement form and return this to us, then select the supplier you'd like to work with from the pre-approved list on page 6.

Get in touch with the education procurement team using the contact details below and they'll send you a form to fill out.

Once an agreement is in place, please let us know who you've chosen as your supplier.

Suppliers on this framework

- Cannon Hygiene
- Hygiene Solutions and Systems Ltd
- Initial Washroom Hygiene
- PHS Group

Terms and conditions

Suppliers/providers awarded to the framework agreement have agreed to and signed YPO's standard terms and conditions. These can be amended by the customer and supplier/provider by mutual agreement to include additional terms to supplement the standard terms and conditions. A variation form is included in the standard terms and conditions document to allow customers and suppliers/providers to amend any terms if required.

Contact information

You can get in touch with the education procurement team for more information using the contact details below:

01924 834 960

educationprocurement@ypo.co.uk

Glossary

Framework

A framework is an agreement put in place with a supplier or a range of suppliers, allowing you to place an order for products (e.g. furniture, first aid equipment – something you can touch), services (e.g. energy, electronic kitchen management, cleaning etc) or works (e.g. building works) in a quick and easy way.

Frameworks are usually set up with large volume buying in mind. This doesn't mean that you need to purchase a large amount but when you add together all the potential customer spend or volume, you can often achieve better prices and/or value for money for everyone through buying in this way.

A framework agreement will contain a set of agreed terms and conditions that apply to any contract awarded under it. All our frameworks have been put in place to comply with the Public Contract Regulations. Any supplier awarded onto one of our frameworks will have had due diligence undertaken on them and each supplier will have been evaluated to make sure they have the right policies and procedures in place to deliver quality products, services and works to our public sector customers whilst achieving value for money.

DPS

DPS stands for 'Dynamic Purchasing System'. A DPS is a procurement technique used by the public sector to purchase commonly used goods, works or services. A DPS differs from a framework because it's open to new suppliers to join at any time, as long as they meet our selection criteria. This means any new suppliers or a local suppliers you might already use (e.g. gardener, food provider etc) can apply to join at any time. We've got a number of DPS frameworks in place to meet the needs of our customers and allow for added flexibility.

Contract

This is a legally binding agreement between you and one supplier. You're able to call off any framework agreement or DPS to meet your school's needs and only when a call off order is placed and accepted is a contract created. The five rules of contract formation will then be met.

These are:
1. Offer (The offer of work you've placed with the supplier)
2. Acceptance (by the supplier to fulfil your order)
3. Consideration (price)
4. Intention to be legally bound (issuing of the call off contract)
5. Capacity to contract (e.g. authorised signatures to the call off contract)

A framework on the other hand is not strictly a contract as no money has changed hands but is an overarching umbrella agreement under which contracts can be created. The framework doesn't commit either party to actually enter into a contract, but it does set out the terms and conditions, which will apply if a contract is created.

Call Off

A call off is another way of saying 'placing an order'. You're able to call off any framework agreement or DPS to meet the needs of your school. Depending on how the framework's been set up, you might be able to carry out a direct award.

Direct Award

A direct award is when all award criteria have already been evaluated for you and suppliers have been ranked based on who can offer the best quality solution at a good price. You'd go to the first ranked supplier and ask if they could meet your needs/ order at the price given. If that supplier can't, you'd then go to the second ranked supplier and so on until somebody can fulfil what you need. This process is quick and easy and can be done in a matter of days. Frameworks can be set up in two ways to either allow for a direct award or a further competition.

Further Competition

A further competition is where you'll set out your exact requirements and allow suppliers appointed onto a framework or DPS to give you their best solution and price for what you need. You can then evaluate the suppliers against your bespoke requirements. This is slightly more time consuming, but it's still quicker than doing your own procurement. A further competition is also referred to sometimes as a mini competition.

Lot

This is usually part of the framework that's been broken down into smaller sections/ categories. Think of it like the YPO catalogue that's broken down into sections e.g. pens, paper, chairs. Frameworks are often broken down this way into smaller areas, to encourage small and medium sized enterprises or organisations the opportunity to bid for public sector contracts and encourage competition so we can deliver the best value to our customers.

The beauty of calling off a YPO framework or DPS is that the contract will have already been prepared for you with just the blanks to fill in. This will have been agreed with all the suppliers on the framework or DPS. Also, all suppliers have been pre-evaluated and checks carried out on them to make sure they're suitable. We can support you through the entire process and any special conditions can be easily added into the contract.



