

# Washroom Services Framework Agreement

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## User Guide

Ref No: 544-2020





## About YPO

YPO provides procurement solutions for public sector organisations to set up or renew contracts for a wide range of 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 heart of the public sector. Our team of qualified procurement professionals can offer advice, guidance and expertise on procurement, as well as regular engagement and communication to make sure your objectives are achieved.

### Helping you navigate the world of your procurement

The world of procurement is complex, with competing demands and increasing pressures. Through collaboration, we provide products and services to meet your needs as individuals and collectives, through our wide range of procurement categories and frameworks. Navigating the world of procurement needs to be easy, quick and effective for both buyers and suppliers, and needs to help you make sure that every penny counts. We believe that through our procurement activity there’s an opportunity to make an impact and a real difference, by delivering social value and outcomes in the communities we serve.

## Overview

Start date:	1 April 2020
Expiry date:	31 March 2023
Extension(s) (if applicable)	Up to 31 March 2024
Contracting authority (CA) call-off period:	CAs can specify a contract period, based on the term that will best suit their requirements. YPO generally recommend a call-off period of no longer than 5 years
Contract notice ref. no:	2019/S 238-584182
Geographical location(s):	National

## Background

The framework agreement established by Eastern Shires Procurement Organisation (ESPO) is available for use by all YPO customers and public sector bodies named in the OJEU notice throughout the UK and Northern Ireland. YPO provides a professional procurement service that allows our public sector customers to enjoy cost and efficiency savings through our substantial bulk buying power and the convenience of our 'one stop shop'. With an annual turnover of £400m, YPO is the largest formally constituted local authority purchasing consortium in the UK.

The key drivers for this approach were:

- To aggregate requirements and spend to exert maximum leverage on the market, with the aim of delivering efficiencies and cost savings to customers
- To reduce procurement process costs for customers by providing a quick and efficient route to market in line with EU regulations;

ESPO, as part of the tender process established the terms and conditions which will apply to any call-off arrangements by customers during the period of the framework. ESPO reserve the right in exceptional circumstances to vary the composition of the framework, e.g if a supplier/provider fails significantly to perform as required they may be removed.

A formal notice inviting expressions of interest from potential suppliers/providers was published in the Official Journal of the European Union (OJEU) IN December 2015 (OJEU ref 2015/S 244-443729). The award notice is (OJEU ref 2016/S 055-092278).

Customers can 'call-off' from this framework agreement (i.e. use this framework to establish as contract). Customers can complete this call-off by direct award, whereby a customer selects a supplier/provider without running a further competition. The supplier/provider selection choice will be left with the individual client and not YPO. All other requirements will be established via a further competition.

## How to get the best value from the framework agreement

If pricing is required through running a further competition, ensure you provide a clear and concise specification, listing all your requirements, this will allow the supply base to return the most competitive bid, based on your requirements. YPO can assist you with this.

YPO can conduct a further competition on behalf of the customer which would be sent to the awarded suppliers/providers, or the customer can conduct a further competition directly with all the awarded suppliers/providers.

### Contract duration

The framework agreement will cover the period from 1 April 2020 to 31 March 2023 with the option to extend to 31 March 2024.

The decision to extend the contract period will be dependent on satisfactory completion of all aspects of the contract to date, the current market conditions for this product category and YPO's contracting structures. The maximum contract period will therefore be four years.

The duration of the individual contracts awarded under the framework should not be longer than four years. The length of call-offs should be appropriate for the goods and/or services in question, in line with value for money. It may be necessary for individual

call-offs, awarded during the period in which the framework is in operation, to continue beyond the end of the framework arrangement. This should not be done in order to circumvent the rules – for example, it would be difficult to justify awarding a call-off for 12 months just before the end of the framework agreement, where the normal length for such call-offs is one month.

**Framework scope**

This is a UK wide framework agreement that is available to any eligible UK public sector organisation. The framework can be used to procure services both above and below the OJEU threshold. Through the framework, customers can procure a wide range of washroom services requirements and associated products.

The framework covers:

- Sanitary Collection and Disposal Service
- Nappy and Incontinence Waste Collection and Disposal Service
- Medical Collection and Disposal Service
- Sharps Collection and Disposal Service
- Clinical/Incontinence Waste Collection and Disposal
- Disposal of Offensive Waste
- Provision of Roller Towels
- Provision of Hand Dryer – Purchase and Rental
- Matting Solutions
- Washroom Equipment
- Washroom Consumables (as part of a scheduled collection service)

**Call-off term**

Any call-off under this framework will be for an initial period of three years (with the exception of hand dryer rental which will be for an initial period of four years) and unless notice is served, will roll on for 12 months following the initial three year (four year for hand dryer rental) firm period until notice is served. For full details refer to clause 3.1 in the call-off terms.

**Serving notice**

As detailed above, a call-off under this framework will be for an initial period of three years and will subsequently roll on for 12 months until notice is served. The notice period for this framework is 90 days. You can serve notice at any time during the term of your call-off contract but it must be at least 90 days before the end date of your contract.

## Suppliers/providers

Suppliers/providers are listed in alphabetical order and are not ranked in any way.

SUPPLIER/PROVIDER	CONTACT	GEOGRAPHIC COVERAGE
<b>Citron Hygiene UK Ld</b> Unit 2, Bardon 22 Industrial Estate Bardon Hill LE67 1TE	<b>James McBeath</b> Tel: 08000 66 55 52 Email: jmcbeath@citronhygiene.com Web: www.citronhygiene.com/uk	National except Northern Ireland
<b>Hygiene Solutions and Systems Ltd</b> Unit T, Radius Court Maple Drive Tungsten Park Hinckley LE10 3BE	<b>Trudi Colledge</b> Tel: 024 76 354700 Email: trudi@hygienesolutions.org Web: www.hygienesolutions.org	East of England (CB & PE postcodes) East Midlands West Midlands
<b>Initial Washroom Services</b> Riverbank Meadows Business Park Camberley Surrey GU17 9AB	<b>Jennifer Millard</b> Tel: 07920 283748 Email: jennifer.millard@rentokil-initial.com Web: www.initial.co.uk	National
<b>PHS Group plc</b> Block B, Western Industrial Estate Caerphilly CF83 1XH	<b>Chris Brown</b> Tel: 02920 851000 Email: chrisbrown@phs.co.uk Web: www.phs.co.uk	National

## How to use the framework agreement

**Direct award**

Where an end user is able to identify the supplier/provider who can meet their requirements taking into consideration the information provided within this user guide (offering the most economically advantageous solution to meet the supply requirement).

Check that the terms and conditions set out in the T&C's are acceptable to you, as these will form the basis of the legal agreement between you and the supplier/provider and cannot be changed or added to.

The process for allocating the call-off order will comprise a direct approach to the supplier/provider and the issuing of an official purchase order to the supplier/provider. Please ensure the contract number is referenced – 544-2020.

Ensure you receive confirmation from the supplier/provider of the quoted prices for your specific order requirements.



**Further competition**

This option applies when the end user is not able to identify the supplier/provider who can provide the lowest price for the goods/services.

The end user has the option to undertake a further competition involving all suppliers/providers who are capable of supplying the goods/services required.

The sub-criteria at further competition stage will follow on from the weightings established in the framework, as shown below.

CRITERIA FOR FURTHER COMPETITIONS	
Cost - 65%	The full weighting will be opened for evaluations at the further competition stage.
Service delivery - 30%	The full weighting will be opened for evaluations at the further competition stage.
Social value – 5%	The full weighting will be opened for evaluations at the further competition stage.

Further competitions can be conducted quickly and efficiently via the YPO e-Procurement system. Full training can be provided by the YPO contracts department, including a free demonstration and how to use guide. Customers' can of course conduct the further competition via their own procurement systems if preferred.

Customers are able to split the price and non-price scores within the parameters above, ensuring that they equal 100%. YPO recommends that the weightings do not fluctuate by more than 10% at further competition stage. Any contracting authority conducting a further competition must use their own discretion and carry out due diligence if they wish to alter the weightings by more than 10%. The responsibility will ultimately rest with the contracting authority conducting the further competition and YPO shall accept no responsibility or liability as a result of the weightings being altered by more than the 10%.

**Contact information**

For further information or to discuss individual requirements, please use the contact details below:

**Jo King**

Category Buyer | Facilities Management

Tel: **07809 585957** | Email: **jo.king@ypo.co.uk**

**STAGE 1**  
Initial Customer  
Enquiry

- Customer contacts YPO for information
- YPO will send customer a copy of the User Guide, NDA and Access Agreement
- Customer completes and returns NDA and Access Agreement

**STAGE 2**  
NDA/Access  
Agreement Returned  
to YPO

- Following receipt of signed NDA/Access Agreement YPO will send the customer the pricing to be used for direct call off orders
- If the customer wishes to conduct a further competition YPO may provide the customer with a unique reference code for the further competition, which will be referenced on all documentation
- Customer completes the documents and sends to YPO
- If the customer decides to undertake their own further competition YPO must be informed via e-mail

**STAGE 3**  
Further Competition

- YPO can issue further competition documents to all suppliers/providers on the framework agreement if required by the customer
- YPO will manage any clarifications that are received from potential suppliers/providers (customers will need to provide clarification responses)
- At the submission closing date YPO will provide customers with access to all submissions
- Customers can then evaluate (offline) the submissions and prepare acceptance and rejection letters

**STAGE 4**  
Contract Award

- YPO will issue the award decision documentation (acceptance and rejection letters) via YPO's e-portal
- Optional 10-day standstill period: customers are advised to implement a voluntary standstill period of 10 days
- A Contract Award Notice following any award via the framework agreement must be published within 30 days (YPO are able to do this on behalf of the customer if required)