

Better value, delivered.



Office Supplies Framework Agreement

User Guide

Ref No: 1001



Supporting your world | Corporate Services



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

YPO has extensive experience in delivering office supplies and related equipment to both the education and non-education sectors. Our team has an in-depth understanding of the wider public sector needs. This framework is the third iteration, with the previous Office Supplies frameworks having provided customers with an effective route to market for the past eight years. One of the other major public sector buying organisations, ESPO, is also working alongside us to develop and grow this framework.

Who can use the framework?

The framework is available to all public sector organisations throughout the UK including:

- Local authorities
- Further and higher educational institutions
- Emergency services
- NHS
- Housing associations
- Registered charities
- Central government

Start date:	17 February 2020
Expiry date:	16 February 2022
Extension(s) (if applicable):	Two options to extend of 12 months each (2+1+1); therefore, final possible end date is 16 February 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 235-575270
Corrigendum (if applicable):	Not applicable
Potential maximum value:	£200,000,000
Geographical location(s):	National

The framework has been designed to provide YPO customers with a compliant route to sourcing a wide range of office supplies and related equipment, including (but not limited to):

- The above list is not exhaustive; YPO customers can access the supplier's full range of products 'Office Supplies' using this framework.

The framework consists of a single lot, enabling YPO customers to easily procure a supplier for all their combined office supply needs.

Specification, overview and lot structure

Key customer benefits

- **Capped prices** – for all contracts awarded via direct award, the prices of items in the core basket are capped for the first year of the contract.
- **Discount off list price** – for all contracts awarded via direct award, customers benefit from significant discounts (between 50-70%) off the list price of items that are not part of the core basket, for the full duration of the contract.
- **Annual core basket refresh** – YPO undertake an annual refresh of the core basket, enabling both products and prices to be updated. Suppliers are re-ranked each year based on the outcome of this exercise; helping to ensure the framework continues to offer the most competitive pricing available.
- **Online catalogue** – all suppliers provide an online catalogue covering the products included in their 'Office Supplies' range and which are available under this framework. The catalogue is tailored to each customer based on their call-off arrangement (e.g. contract specific prices only being visible following secure log-in by the customer).
- **Delivery options** – whilst the framework was designed with consolidated deliveries in mind, to help reduce environmental impact, suppliers offer a range of delivery options, including same day, next day, weekly and bi-weekly, scheduled deliveries.
- **Dedicated account management** – customers are provided with a single point of contact/account manager who is responsible for servicing the call-off contract and dealing with any account queries.
- **No quibble returns** – customers receive a 'no quibble' guarantee on the return of faulty or damaged goods.

The core basket

The core basket is a list of 163 office supply essentials regularly used by YPO customers. Whilst customers can procure any office supplies from a supplier's range, a core basket is used to:

- Evaluate price and rank suppliers. Without this, call-off's via direct award under this framework would not be possible.
- Provide customers with baseline price information for benchmarking purposes.
- Provide extra value for money to customers, by capping the price of items in the core basket for the first year of any call-off via direct award.

The core basket is only applicable where a customer wishes to call-off via direct award. Customers wishing to run a further competition can design their own list of core items. Please see the 'how to award' section for more information.

For a full list of items in the core basket and to receive current prices, please contact the team.

Specification, overview and lot structure

Annual refresh

To ensure the core basket remains relevant to YPO customers and the prices competitive, YPO undertakes an annual refresh exercise (during Jan-Mar), updating both products and prices of items in the core basket. Suppliers are then re-ranked based on the new prices.

Once complete, the new pricing is valid from 1 April each year and only applies to new call-off contracts made by direct award from that date (until the following year when the exercise is repeated). Refreshed prices do not apply to any existing call-off contracts; instead, customers may undertake an annual price refresh themselves with their supplier.

Price increases are only be permitted where the supplier can provide a clear rationale, supported with evidence.

Benefits of using the framework agreement

YPO's framework agreement allows customers to purchase goods and services from suppliers via either direct award or further competition.

Benefits of using the framework agreement:

- YPO can support the customer's further competition process if required.
- Reduced timescales – customers do not need to run a full OJEU procurement if procuring via the framework agreement.
- Assured supplier standards – suppliers/providers are 'pre-qualified' as to their general suitability.
- Aggregation of spend – customers will receive the benefits of the aggregated spend volume and increased leverage in the market.
- Pre-defined terms and conditions – when awarding contracts customers have the option to use YPO's standard framework agreement terms and conditions as established or use their own terms and conditions.

Social value and sustainability

YPO and its public sector customers have a legal duty to consider The Public Services (Social Value) Act 2012 when undertaking procurement activities; this includes giving to consideration to:

a) how, what is proposed to be procured, might improve the economic and environmental wellbeing of the relevant area; and

b) how in conducting the process of procurement, it might act with a view to securing that improvement.

The manufacture, delivery, use and disposal of office supplies clearly has the potential to create a significant impact on the environment; for example, paper usage, single use plastics, use and disposal of ink/toners, batteries and electrical appliances, not to mention the emissions created from delivering orders to customers across the UK.

Social value and sustainability

Social value was therefore at the forefront when designing the specification for this framework, as well as a crucial element in the evaluation process:

- **Core basket** – the core basket was designed to include a wide range of sustainable/ environmentally friendly products, including for example, biodegradable catering supplies and use of recycled materials.
- **Online catalogue only** – requirement that suppliers use an online catalogue as standard, to reduce on unnecessary paper use and waste.
- **Packaging** – suppliers are required to use recyclable packaging and to reduce their use of plastics in packaging materials, where possible and practical.
- **Environmental management system** – suppliers are required to have a formal and documented environmental management system in place.
- **Annual refresh** – as part of the annual core basket refresh, suppliers are encouraged to identify replacement products for items in the core basket which are ‘greener’/more sustainable.
- **Consolidated order** – the help customers reduce their carbon footprint, customers are encouraged reduce the number of deliveries required, where possible; suppliers are required to facilitate this through order consolidation, scheduled deliveries and minimum order values.
- **Evaluation criteria** – 10% of the overall evaluation score was reserved for social value and sustainability, with suppliers required to set out their approach to maintaining ethical supply chains and reducing their carbon footprint.
- **Sustainability action plan** – all suppliers were required to submit a sustainability action plan with at least three goals that will be achieved over the duration of the framework. YPO will monitor supplier progress against these goals as part of the framework performance management.
- **Sustainability portal** – all suppliers are required to join and keep updated annually, YPO’s Sustainability Portal. Developed with NETPositive Futures, the portal helps to measure achievement against sustainability objectives and helps YPO, its members and customers to demonstrate how social value is being achieved in its supply chains.

Suppliers

**Lyreco**

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Lyreco are more than just a workplace solutions company. We are partners in our customers performance. Wherever you are and whatever your business, Lyreco will help you consolidate your suppliers, reduce your costs and all whilst contributing to a more sustainable future.

Supplying over 11,000 stocked products covering 21 office solution categories delivered on our own fleet with Lyreco employed drivers. We offer very flexible delivery solutions up to and including next day desk top delivery. You can rely on Lyreco to provide outstanding levels of service supported by our UK wide field-based team of proactive public sector dedicated account managers.

Through our intuitive web ordering system, integrated punch outs, managed catalogues, EDI processes and a successful tried and tested implementation planning, you can be assured of accurate and efficient supplier transition processes, when making the informed choice to choose Lyreco as your partner supplier.

If you are looking for a compliant solution that offers a true value for money solution, supported by BESMA award winning customer service teams then we guarantee your stakeholders will not be let down. For more information please visit - www.wearelyreco.co.uk or contact Ian Bottoms to further understand the financial, environmental, CSR, local social value and service benefits Lyreco can bring to your organisation.

**Office Depot**

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What inspires us? ...Simple – we help our customers create great workplaces. While we still provide quality office supplies, we're far more than just paper and pens. We can help you with cleaning, hygiene and catering solutions. The benefit to you is the consolidation of orders and suppliers, simplifying your life...one supplier, one invoice, one delivery.

We can also help you meet your CSR commitments. We look to show excellence in all aspects of our business and operate a programme of continual improvement to assess and reduce all environmental aspects and their impacts. With over 2000 externally accredited sustainable products, reduced packaging and carbon neutral deliveries through our carbon offset partner, we will work with you to assess your environmental impact and help create a practical plan of action to reduce it.

Our scale means that you can buy from us with confidence. Our extensive distribution network ensures that the majority of mail order products are available on the next working day. We also provide a 30-day money back guarantee returns/collections service.

Suppliers



Banner

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We're a business supplies company servicing both the private and public sector, large and small. Our story starts from over 200 years ago when we were part of Her Majesty's Stationery Office and servicing the government bodies for all their stationery and print-related needs. However, we go far beyond "traditional", providing solutions and services for the wider workplace, covering cleaning and janitorial supplies through to furniture, printed goods and technology.

We're the largest distributor of workplace products, with stock holding in excess of £50m. We have over 350 fleet vehicles, making over 18,000 deliveries per day. We pick over 100,000 lines per day in our 650,000 plus square feet of warehousing.

This impressive infrastructure means that customers are enabled and empowered to achieve their procurement targets, whatever they may be.



Bates Office Services

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Since our founding as an engineering company in 1939, Bates Office has grown and evolved to service the needs of our customers on both a local and national scale. We have steadily grown to become one of the largest independent office products companies in the UK. Through our YPO frameworks we provide our customers with a range of office productivity solutions.

As a family-run business, Bates Office offers an unparalleled level of service and commitment to YPO customers. We primarily focus on providing the very best service and value for money. As such, our proactive account managers will ensure ongoing savings and continuous improvement of service through innovative and initiative solutions. Through our comprehensive account management team, our customers have unrivalled access to Bates Office's Board of Directors. This guarantees efficient and effective strategic solutions to our service.

Bates Office operates our own fleet of vans and employ experienced drivers to fulfil our deliveries, ensuring that YPO customers always receive a friendly face. Via our regional distribution hubs we are able to service over 95% of the UK on our own vans. Through intelligent route planning technology, we can provide the most efficient route to customer out of one of our distribution centres for next day delivery.

Get on board with our 'Green Initiative' and let us take care of offsetting your carbon.

How to award/call-off from the framework

The first step in using this framework is to complete and return the Non-Disclosure and Customer Access Agreement. This will enable customers to receive all the necessary information needed to call-off.

The call-off method can be done via direct award or using a further competition approach.

Direct award

Direct award is an efficient and simple process. It also provides the added benefit of capped prices for items within the core basket for the first year and significant discounts off the list price of non-core basket items for the duration of the contract.

Suppliers are ranked based on their overall score from the framework evaluation (based on 50% quality, 10% social value and 40% price); this ranking is updated each April to reflect the outcome of the core basket refresh.

Current ranking (valid until 31 March 2022):

1. Lyreco
2. Office Depot
3. Banner
4. Bates Office Services

Customers should consider the suppliers in order of rank and can direct award to the supplier that represents the most economically advantageous offer based on their requirements.

Once the supplier is selected, customers simply need to complete the order form and send it to the supplier. The order form contains the standard terms and conditions that suppliers have already agreed to.

When making a direct award, amendments cannot be made to any of the following:

- **Core basket prices** – the price of products in the core basket is capped for the first year of any direct award. Customers have the option to undertake a price refresh exercise annually thereafter if they wish.
- **Minimum order value** – the minimum order value set by the supplier at the time of original tender is fixed for the duration of any contract via direct award.
- **Standard delivery fee** – the fee for standard delivery set by the supplier at the time of original tender is fixed for the duration of any contract via direct award.
- **Discount off list price** – the discount off list price set by the supplier at the time of original tender is fixed for the duration of any contract via direct award.

How to award/call-off from the framework

Further competition

Customers can also run a further competition which reopens competition to establish scores and/or pricing for their exact requirements, for example:

- Specific delivery requirements
- Specific invoicing arrangements and payment profiles
- To re-establish pricing based on customer specific requirements

Before starting a further competition process, customers are asked to discuss the approach with YPO first to ensure that none of the service elements that were assessed in the original tender procurement are being re-tested.

Suppliers were required to demonstrate key aspects of their service delivery through a series of quality questions as part of the original tender process, including:

- Capability and capacity
- Quality management
- Customer service
- Delivery
- Product returns and recall
- Ethical supply chains
- Modern Slavery
- Waste reduction
- Carbon footprint reduction

When undertaking the further competition, customers need to invite all suppliers to submit a bid for in response to the customer’s product list/specific requirements. Any changes to the call-off Terms and Conditions or amended clauses in the specification all need to made clear to suppliers so that they can ensure this is taken into consideration when formulating their bid.

When running a further competition, customers are required to use the same criteria that was used in the original tender (quality, social value and price) and can choose whether to carry the original scores through or reopen each criterion to competition.

Where a criterion has been reopened for competition, customers can amend the weighting by +/- 5% from that used in the original tender (as described in the table below). The total percentage needs to add up to 100%.

CRITERION	ORIGINAL TENDER WEIGHTING	FURTHER COMPETITION WEIGHTING
Quality	50%	45% - 55%
Social Value & Sustainability	10%	5% - 15%
Price	40%	35% - 45%

How to award/call-off from the framework

Evaluation of further competitions must be fair and transparent, and the methodologies used to evaluate must be provided to the suppliers within the further competition documentation, including the evaluation criteria and the weightings that are applied.

Customers should award based on the most economically advantageous tender.

YPO can help customers produce questions, pricing schedules and evaluation criteria to undertake a further competition, if required.

Clarification responses, evaluation of submissions, drafting of award letters and contracts, and applicable Contract Award Notices are elements of the process that will need to be completed by the customer. Customers must inform YPO of the outcome of any further competition they undertake themselves.

Terms and conditions

Suppliers awarded to this framework agreement have agreed to and signed YPO's standard Terms and Conditions. These can be amended by the customer and supplier 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 to amend any terms if required.

Contact information

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

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