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User Guide | Ref No: 001260

# Washroom Services

Framework Agreement





### This is an interactive PDF

You can click on the items listed above, and they will take you to the relevant page. You can also click on **Contents** in the top right of every page and it will bring you back to this contents page.

## 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.

## Overview

### Start date

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01.04.2024

### Expiry date

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31.03.2027

### Extension(s) (if applicable)

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1 x 12 months until 31 March 2028

### Contracting Authority (CA) call-off period

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For details, please refer to page 3 of this document.

### Contract Notice reference number

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2024/S 000-000609

### Rebate

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1% on spend, payable by the Supplier/Provider

Free to access and utilise by all Public Sector Customers.

### Geographical location(s)

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National

Please see page 9 for full geographical coverage by supplier.

# Specification, Lot Structure and Call-off Period

## **YPO, in collaboration with Eastern Shires Procurement Organisation (ESPO), have appointed Suppliers to the new 1260 (239\_24) Framework Agreement for the provision of Washroom Services.**

This is a National Framework and a single Lot solution which will cover the collection and disposal of offensive and bio-hazardous waste and supply of washroom related equipment, including but not limited to:

- The collection and disposal of sanitary waste
- The collection and disposal of nappy and incontinence waste
- The collection and disposal of medical and sharps waste
- The provision of roller towels
- The provision of hand dryers (rental)
- The supply of associated washroom related equipment

The single Lot Framework offers a list of pre-qualified Suppliers, all with a proven and successful track record of delivering Washroom Services, from whom Contracting Authorities (CAs) may establish supply arrangements quickly and simply, under their own contracts.

### **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 service
- Disposal of offensive waste
- Rental of roller towels
- Hand dryers – rental
- Matting Solutions
- Washroom equipment
- Washroom consumables (as part of a scheduled collection service)
- Provision of period dignity and male incontinence products
- Options for collected waste to be incinerated, rather than sent to landfill

The Framework can be accessed by all Public Sector bodies including Local Authorities, NHS, Housing Associations, Education Establishments, Blue Light and many more. For a full list of eligible customers, please see the permissible users list [here](#).

### **Contract Term**

Any call-off under this Framework will be for an initial period of 3 years (with the exception of hand dryer rentals, which will be for an initial period of 4 years) unless notice is served, Contracts will automatically renew for successive periods of 12

months following the contract commencement date (initial contract period). The full Clause is set out at Clause 3.1 in the Call-off Terms (page 8 of 162 in the Master Contract Schedule (1260 (239\_24) Washroom Services T's and C's)). These terms are pre-agreed to underpin all orders.

### **Extending the Contract**

Contracts may be extended beyond the initial term by a further period(s) by written notice to the Service Provider three (3) months before expiry of the initial term or Extension Period. The full clause is set out at Clause 3.2 in the Call-off Terms (page 8 of 162 in the Master Contract Schedule (1260 (239\_24) Washroom Services T's and C's)).

### **Serving Notice**

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 in writing, at least 90 days before the end date of your contract. The full clause is set out at Clause 3.1.1 in the Call-off Terms (page 8 of 162 in the Master Contract Schedule (1260 (239\_24) Washroom Services T's and C's)).

To access further Direct Award information and/or Further Competition templates for this Agreement including service specifications, CAs must sign and return the Access Agreement. This simply acts as a Non-Disclosure Agreement (NDA) and does not commit the customer into utilising the Framework.

# How to use the Framework and its Benefits

**YPO's Framework Agreements are established to allow customers to purchase goods, works or services from suppliers/providers via either Direct Award or Further Competition.**

## **Benefits of using the Framework Agreement:**

Frameworks can be considered as a procurement tool that helps to connect suppliers with public sector organisations. YPO's Frameworks are usually established by following what is known as the 'open' procedure (a tender process). Currently, this means that suppliers from around the world can bid for a place on Frameworks and have the opportunity to work with public sector organisations. Frameworks provide access to a pre-approved list of suppliers, meaning the public sector organisation does not need to run its own open procurement procedure and can offer its opportunity to a smaller number of suppliers.

YPO Frameworks are managed by the Framework 'owner' so public sector organisations can be sure that the suppliers on the Framework are undergoing regular due diligence checks. Suppliers were assessed on their capacity and capability as a Washroom Services Supplier through an evaluation focused upon quantitative and qualitative criteria, delivery and customer service, and social value and sustainability. The aim of this YPO Framework is to give Contracting Authorities (CA) the ability to assess Suppliers' capabilities to meet against their requirements,

through utilising national and regional Suppliers. CAs will have the ability to carry out a Direct Award or Further Competition through their own internal process or via YPO's e-tendering portal. The YPO portal can be used to run your Further Competition(s).

In accordance with the PCR 2015, Direct Award orders may be placed under this Framework Agreement provided the CA can objectively identify which Provider offers the most economically advantageous offer for their specific requirements from the information at Framework establishment stage. Where this cannot be identified, the customer requirements are bespoke, or the customer wishes to re-open competition then a competed Call-off Contract(s) will be awarded following a Further Competition. Customers conducting a Further Competition will write their own specification around their own requirements which will be evaluated and scored at Further Competition stage based on the Further Competition award criteria as set out in this Tender exercise.

Direct Award is an efficient and straightforward process without re-opening competition and is where a CA carries out an assessment on the criteria set in the Framework documentation to decide which Supplier they can directly award a call-off to. A Further Competition gives contracting authorities the ability to create a specification, method statements (questions) and pricing that is relevant to their own organisation for a compliant procurement process.



# Pricing Information

**Pricing, where provided, excludes VAT and includes delivery charges (unless otherwise stated). What you see is what you pay, there are no additional charges!**

## Pricing Guidance

All prices quoted are in Sterling, are exclusive of VAT, and includes (unless otherwise stated):

- Collection and disposal of waste
- Rental (of receptacles)
- Landfill tax
- Duty of care
- Consignment notes
- Paperwork
- Compliance with legalisation
- Pre-acceptance audits (where applicable)

\*\*Please note, pricing and the above may be subject to change within the period of the Framework.

All prices quoted are applicable for ALL regions and sub-regions within the scope of the provider (i.e. there is no differential pricing across the various regions of the UK). Please refer to page 8 for Geographical coverage.

Service frequencies can be weekly, fortnightly, monthly, 6 weekly or termly.

Sanitary waste collection from as little as £1.55 per visit/collection.

## Minimum Annual Service Charge

CA orders that fail to meet or exceed the service provider's minimum annual service charge (value) may be charged at this rate, although this charge is at the service provider's discretion. Service providers may choose not to apply this charge due to any further 'potential' commercial opportunities the customer may represent.

For the avoidance of doubt, the minimum annual service charge is the maximum amount payable by the customer for orders under the value.

To determine whether the minimum annual service charge applies in any particular case, the service provider will, on receipt of an order, total the cost of the order. If this total does not meet or exceeds the minimum annual service charge, the minimum annual service charge may be applied.

When establishing a contract under the Framework, the service provider shall advise the customer whether the minimum annual service charge applies to their control.

	Minimum Annual Service Charge
Elis UK Ltd	£15.00
Hygiene Solutions and Systems Ltd	£0.00
Initial Washroom Hygiene	£39.80
PHS Group	£34.56
Woosh Washrooms	£0.00

## Price Schedule

To access pricing, CAs must sign and return the Access Agreement. This simply acts as a Non-Disclosure Agreement (NDA) and does not commit the customer into utilising the Framework.



# How to carry out a Direct Award from the Framework

**To access the Framework Agreement, Contracting Authorities (CAs) should complete and return the Non-Disclosure and Customer Access Agreement. This can be found on the YPO website under 'Documents' for this Framework. Please obtain a unique reference number (URN) from the Facilities & Waste Management Services Team for adding to your call-off and award documents.**

CAs can carry out the assessment for a Direct Award on all Suppliers that are listed on the Framework, or they can utilise the sub-criteria that was created and evaluated as part of the Tender process, details of these are on page 7. For Suppliers contact details, please see page 9.

Contact your chosen supplier directly and place your order, quoting YPO Framework 1260 and the allocated URN. An example call-off order form is included in the Master Contract Schedule (1260 (239\_24) Washroom Services T's and C's) pages 1-7, for you to use. Ensure you receive confirmation from the supplier of the quoted prices for your specific order requirements.

So long as CAs can objectively identify which Provider offers the most economically advantageous offer for their specific requirements, CAs can award directly to the provider(s) listed. Where this cannot be identified, or your requirements are bespoke or if you wish to re-open competition, you will then need to run a Further Competition to award your contract to the winning supplier(s). See page 7 for information regarding Further Competitions. CAs will be responsible for their

assessment of Suppliers for a Direct Award, which should be based on Quality, Price, Delivery, Customer Service, Social Value, and Sustainability.

At Direct Award stage you need to provide the Supplier with the relevant information to deliver the goods/ service you require.

**The following needs to be completed for a Direct Award by advising the Supplier of the following:**

- Review the call off terms and conditions. Please contact Facilities & Waste Management Services at YPO: [facilitiesmanagement@ypo.co.uk](mailto:facilitiesmanagement@ypo.co.uk) for this document.
- Complete the order form that is provided in the Master Contract Schedule.

Ensure you add within the order form any bespoke terms and conditions within your order (please note these must be agreeable by both parties) prior to commencement of the Call-off Agreement and that you input the URN obtained from YPO. Please also make sure to include the title of Framework every time you complete your confirmation of award.

**YPO can support CAs with the set-up of a Direct Award to ensure the most advantageous outcome:**

- Assessment of your needs and advice on the best approach
- Market and supplier insights
- Technical know-how on how to procure specific service, works or product

- Assistance in the completion of the documentation
- Advice on the KPIs
- Assistance with or management of the supplier pre-engagement

CAs must inform YPO of the outcome of any Call for Competition they undertake themselves. This includes completing the confirmation of award template and returning to [facilitiesmanagement@ypo.co.uk](mailto:facilitiesmanagement@ypo.co.uk).

Standard Call-off Contracts will be executed by the issue of a Call-off Order from YPO or the relevant OCA, to the Provider and acceptance by the Provider of such Call-off Order. All Direct Award orders placed will be on the Call-off Terms and Conditions for this Framework.

**\*\*Please quote YPO Framework reference 1260 on all correspondence.**

# Carrying out a Further Competition

To access the Framework Agreement, CAs should complete and return the Non-Disclosure and Customer Access Agreement. This can be found on the YPO website under 'Documents' for this Framework.

CAs will be able to evaluate Suppliers on Quality, Cost, Delivery and Customer Service, Social Value and Sustainability in their Further Competition. The CA will be responsible for the Further Competition process, with assistance from YPO on documentation review if required. Please obtain a unique reference number from the Facilities & Waste Management Services Team for adding to your suite of Further Competition documents.

CAs can carry out a Further Competition based on the below criteria:

Award Criteria (All lots)	Percentage weighting
Price	60%
Non-Price	40%

Where social value is required by a customer as part of a Further Competition, the award criteria weightings can be amended by the customer, in order to reflect social value as a separate evaluation measure. For example, the award criteria chosen may be:

Award Criteria (All lots)	Percentage weighting
Price	50%
Quality	40%
Social value	10%

This will allow for CAs to carry out Further Competitions with weightings as set out above, the total percentage must add up to 100%. Please note you can vary your weightings to a +/- tolerance for each of the initial sub-criteria above to meet your own requirements, any variations above this threshold are at the sole risk of the CA. YPO suggest no more than 10% tolerance either way. CAs can carry out a Further Competition on all Suppliers and can use the sub criteria as set out above. CAs will need to create a Further Competition either via the YPO e-Tendering system or if you prefer to do so, via your own e-Tendering systems and internal processes. Eligible suppliers are already set up ready to receive customer opportunities on the YPO e-Tendering system, so by having YPO help facilitate this for you, you are saving yourself time and making the process easier for the supplier.

YPO can assist with the production of specifications, example qualitative questions, pricing schedules and evaluation criteria to undertake a Further Competition, template can also be provided upon request, please contact Facilities & Waste Management Services at YPO; [facilitiesmanagement@ypo.co.uk](mailto:facilitiesmanagement@ypo.co.uk). Or CAs can use their own template documents if they prefer. The Further Competition should meet the criteria provided in this document. There are no set questions for CAs to include in their Further Competition, we would suggest that these are related back to your individual specification/requirements.

Once you have created your Further Competition suite of documents you are required to publish the documents to all Suppliers that meet your sub-criteria. This document can be published via your own internal processes or by following the guidance in this user guide and YPO assisting with the facilitation of your Further Competition. There are no minimum or maximum timescales that a Further Competition should be published within, however YPO would suggest that the timescales are relevant to the detail of the specification and documents you publish. Please ensure that Suppliers have sufficient time to respond to your Further Competition template, the larger the requirement, the longer the Further Competition will need to be published for.

**Continued on next page ›**

## Carrying out a Further Competition (continued)

Once the deadline has ended, the response documents should be evaluated in accordance with the award criteria in the Further Competition. Evaluation must be fair and transparent, and the methodologies used to evaluate must be provided to the suppliers/providers within the Further Competition documentation. Clarification responses, evaluation of Further Competition 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 CAs. CAs must inform YPO of the outcome of any Further Competition they undertake themselves. This includes completing the confirmation of award template and returning to [facilitiesmanagement@ypo.co.uk](mailto:facilitiesmanagement@ypo.co.uk).

When running a Further Competition, CAs should award based on the most economically advantageous tender (MEAT) and must provide suppliers/providers with the methodology behind award of a contract. A 10-day standstill period is then voluntary under the 1260 Framework. YPO would suggest carrying out a standstill period for a long term or high value call-off contract.

Review the call off terms and conditions provided by YPO and ensure you add any supplementary information/amendments within the order form for any bespoke terms and conditions within your order prior to commencement of the Call-off Agreement. Please note these must be agreeable by both parties.

CAs will be able to see the following documentation to support the creation of their Further Competition and award of the contract:

- Further Competition documents or Request for Quote Letter
- Call-off contract terms and conditions
- Award and rejection letters

Competed Call-off Contracts will be executed by the issue of a Call-off Order from YPO or the relevant OCA, to the Provider and acceptance by the Provider of such Call-off Order. All Further Competitions executed under this Framework will be on the Call-off Terms and Conditions for this Framework.

**\*\*Please quote YPO Framework reference 1260 on all correspondence.**



# Supplier Informaion and Geographical Coverage

Supplier	Contact Details	Geographical Coverage
<b>Elis UK Ltd</b> First Floor Chineham Gate Crockford Lane Chineham Basingstoke, RG24 8NA <b>Company Ref:</b> 0228604	<b>Contact:</b> Claire Gill <b>Tel:</b> 0735 612 0598 <b>Email:</b> <a href="mailto:Claire.Gill@elis.com">Claire.Gill@elis.com</a> <b>Web:</b> <a href="http://www.uk.elis.com/en">www.uk.elis.com/en</a>	National
<b>Hygiene Solutions and Systems Ltd</b> 4 HRFC Business Centre Leicester Road, Hinckley Leicestershire. LE10 3DR <b>Company Ref:</b> 07283066	<b>Contact:</b> Trudi Colledge <b>Tel:</b> 0247 635 4700 <b>Email:</b> <a href="mailto:trudi@hygienesolutions.org">trudi@hygienesolutions.org</a> <b>Web:</b> <a href="http://www.hygienesolutions.org">www.hygienesolutions.org</a>	East of England (CB & PE postcodes) East Midlands West Midlands
Lynton and Lynton Ltd t/a Woosh Washrooms Unit 33 Hopkinson Way West Portway Industrial Estate Andover Hants SP10 3ZE	<b>Contact:</b> Phil Mathias <b>Tel:</b> 0737 635 4335 <b>Email:</b> <a href="mailto:phil@wooshwashrooms.com">phil@wooshwashrooms.com</a> <b>Web:</b> <a href="http://www.wearewoosh.com">www.wearewoosh.com</a>	National
<b>Personnel Hygiene Services Limited t/a PHS Group PLC</b> Block B, Western Industrial Estate Caerphilly, CF83 1XH <b>Company Ref:</b> 00770813	<b>Contact:</b> Paul Hughes <b>Tel:</b> 0292 085 1000 <b>Email:</b> <a href="mailto:paulhughes@phs.co.uk">paulhughes@phs.co.uk</a> <b>Web:</b> <a href="http://www.phs.co.uk">www.phs.co.uk</a>	National
Rentokil Initial UK Ltd T/A Initial Washroom Hygiene UK Compass House Manor Royal Crawley West Sussex RH10 9PY	<b>Primary Contact:</b> Sharon Houghton <b>Tel:</b> 0797 1407 875 <b>Email:</b> <a href="mailto:sharron.houghton@rentokil-initial.com">sharron.houghton@rentokil-initial.com</a> <b>Secondary Contact:</b> Mackenzie Pearce <b>Tel:</b> 07848 400 048 <b>Email:</b> <a href="mailto:mackenzie.pearce@rentokil-initial.com">mackenzie.pearce@rentokil-initial.com</a> <b>Web:</b> <a href="http://www.initial.co.uk">www.initial.co.uk</a>	East Midlands East of England Northeast England Northwest England Southwest England West Midlands London Wales

# Terms and Conditions

Suppliers awarded to the Framework Agreement have agreed to and signed ESPO'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.

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 Contract Notice throughout the UK and Northern Ireland. ESPO as part of the tender process, has 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.

# Contact Information

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

**Facilities & Waste Management Services Team**  
[facilitiesmanagement@ypo.co.uk](mailto:facilitiesmanagement@ypo.co.uk)

Name	Sally Holden
Job title	Category Buyer
Telephone	07741 843566
Email	Sally.holden@ypo.co.uk

Name	Simone Sacca
Job title	Further Competition Co-ordinator
Telephone	07858 815618
Email	Simone.sacca@ypo.co.uk



# Stages 1 to 4

<b>Stage 1</b> Initial Customer Enquiry	<ul style="list-style-type: none"><li>• Customer contacts YPO for information</li><li>• YPO will send customer a copy of the User Guide, NDA and Access Agreement</li><li>• Customer completes and returns NDA Access Agreement</li></ul>
<b>Stage 2</b> NDA/Access Agreement Returned to YPO	<ul style="list-style-type: none"><li>• Following receipt of signed NDA/Access Agreement YPO may send the customer a Further Competition Template, and Framework Agreement Scope</li><li>• YPO may provide the customer with a unique reference code for the Further Competition, which will be referenced on all documentation</li><li>• Customer completes the documents and sends to YPO</li><li>• If the customer decides to undertake their own Further Competition YPO must be informed via e-mail</li></ul>
<b>Stage 3a</b> Further Competition	<ul style="list-style-type: none"><li>• YPO can issue Further Competition documents to all suppliers/providers on the Framework Agreement if required by the customer</li><li>• YPO will manage any clarifications that are received from potential suppliers/providers (customers will need to provide clarification responses)</li><li>• At the submission closing date YPO will provide customers with access to all submissions</li><li>• Customers can then evaluate (offline) the submissions and prepare acceptance and rejection letters</li></ul>
<b>Stage 3b</b> Direct Award	<ul style="list-style-type: none"><li>• Customer assesses their requirements to establish one supplier/provider they can Direct Award to</li><li>• Customer will inform YPO of the supplier/provider and contact details will be provided for Customers to contact their supplier directly</li><li>• YPO will advise the supplier/provider additionally to the Customer of the award following the return of the confirmation of award document</li></ul>
<b>Stage 4</b> Contract Award	<ul style="list-style-type: none"><li>• For Direct Awards, YPO will issue a Confirmation of Award document. Customer completes and returns to YPO.</li><li>• Customer can then place their order directly with their 'MEAT' supplier/provider</li><li>• A Contract Award Notice following any award via the Framework Agreement must be published within 30 days by the Contracting Authority</li></ul>

