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User Guide | Ref No: 001201

Office Supplies IV

Framework Agreement



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 one of 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.



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.

Overview

Start date

21.02.2024

Expiry date

20.02.2028

Extension(s) (if applicable)

Not applicable

Contracting authority (CA) call-off period

CA's 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 4 years.

Contract award notice reference number

2024/S 000-006761

Potential maximum value

£25 – 30m

Rebate

1%

Geographical location(s)

National

Specification, overview and structure

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):

- Paper (e.g. copier paper, notepads)
- Writing equipment (e.g. pens, pencils, highlighters, rulers)
- Office equipment (e.g. laminators, hole punch, guillotine, tape dispensers, staplers)
- Envelopes and address labels
- Calendars and diaries
- Filing products (e.g. folders, pockets, dividers etc.)
- Janitorial supplies (e.g. cleaning fluids, cloths, mops)
- IT consumables (including copier and printer ink)

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

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; 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.

Structure of the framework

The Core Basket

The core basket is a list of 296 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 prices for each supplier, without this, call-offs 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.

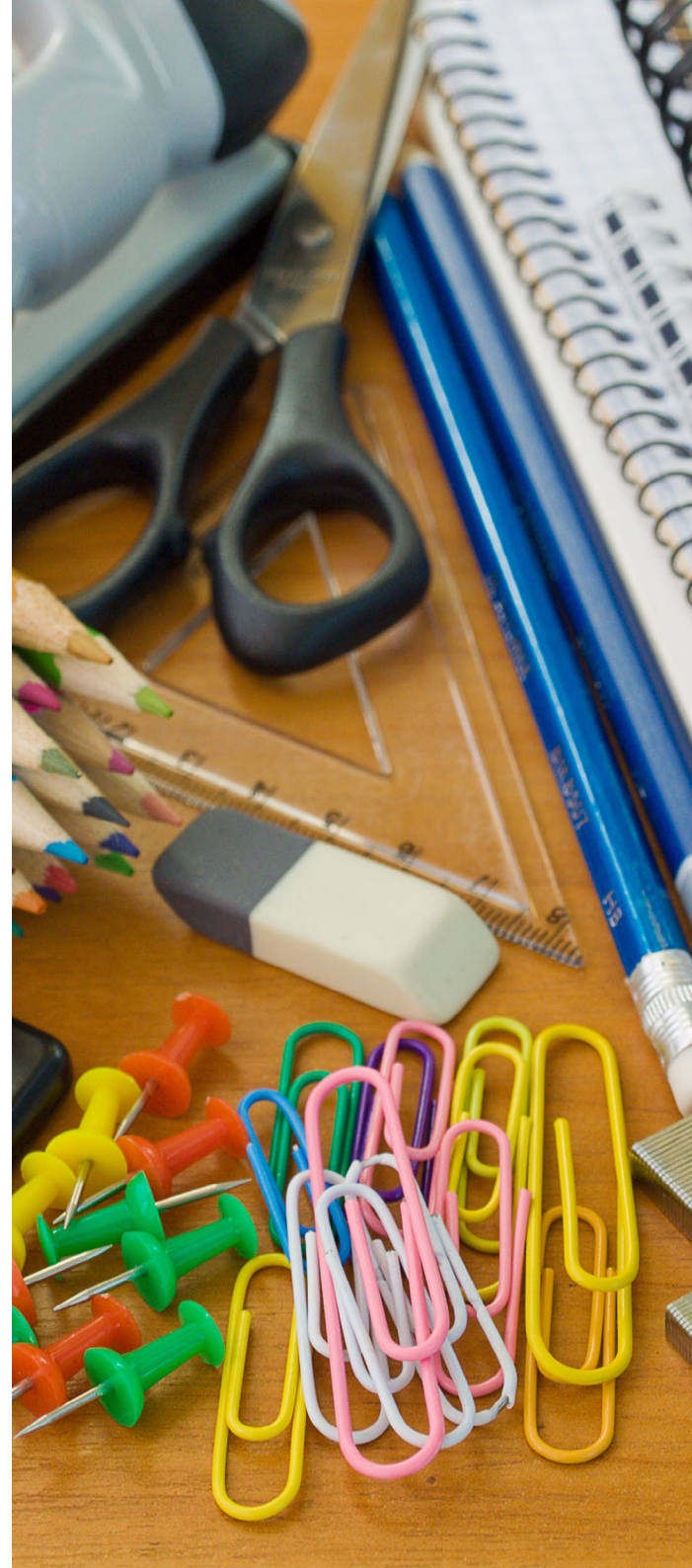
For a full list of items in the core basket and to receive current prices, please contact the Team.

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.

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 if included as part of their call off terms and conditions.

Any other price increases are only be permitted where the supplier can provide a clear rationale, supported with evidence and must be approved by YPO before being implemented.



How to use 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.

CAs will have the ability to carry out a direct award or further competition dependent on their own internal processes.

YPO has a number of templated documents to assist with either form of call off.

A direct award is where a CA carries out an assessment on the criteria set in the YPO framework documentation to decide which provider they would like to 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 organisations.

The aim of this YPO framework is to give CAs the ability to assess providers' capabilities to meet against their requirements whilst following their own internal governance processes.



How to carry out a 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.

CAs will be responsible for their assessment of providers for a direct award, it can be based on price, quality and social value / sustainability.

CAs will be able to evaluate direct award using pricing based on the Core Basket pricing that was submitted as part of the tender process.

At direct award stage you need to ensure that the provider has all the relevant information required to deliver the service you need.

Once the supplier has been 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 and these cannot be amended for a direct award.

When making a direct award, amendments also 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.



Carrying out your further competition

CAs will be able to evaluate providers on quality, social value / sustainability and price in their further competition. The CA will be responsible for the further competition process with assistance from YPO on the process and documentation review if required.

CAs can either carry scores through from the initial Framework establishment or carry out a further competition based on the below criteria:

Criteria for further competitions	Range
Price	40-60%
Quality	30-50%
Social value / sustainability	10-20%

Example 1 – Further competition to re-evaluate price only:

- **Quality 40%** – scores carried forward from original tender
- **Social value 10%** – scores carried forward from original tender
- **Price 50%** – reopened for competition

In this example, suppliers will only need to resubmit prices. The new prices will be scored out of 50% and added to the other existing scores to identify the successful bidder. The total overall score will be out of 100%.

Example 2 – Further competition to evaluate specific delivery (or similar service) requirements:

- **Quality 40%** – reopened for competition
- **Social value 10%** – scores carried forward from original tender
- **Price 50%** – scores carried forward from original tender

In this example, suppliers will only need to submit responses to the new quality-related questions. The responses will be scored out of 40% and added to the other existing scores to identify the successful bidder. The total overall score will be out of 100%.



Carrying out your further competition continued

Example 3 – Quality and price re-opened for competition

- **Quality 35%** – reopened for competition and weighting lowered by 5%
- **Social value 10%** – scores carried forward from original tender
- **Price 55%** – reopened for competition and weighting increased by 5%

In this example, the customer has chosen to readjust the weighting of the quality and price scores. This can be done up to +/-10% (apart from social value / sustainability which can only be increased by 10%). The customer has chosen to lower the quality weighting from the original 40% down to 35%, and to increase the price weighting from the original 50% up to 55%.

Suppliers will submit responses to the new quality-related questions and submit new prices. Both the quality responses and new prices will be scored and added to the existing scores for social value to identify the successful bidder. The total overall score will be out of 100%.

Example 4 – Full further competition

All responses will be re-scored to identify the successful bidder. The total overall score will be out of 100% and within the ranges provided in the table on this page.

Note: If customers wish to readjust the weighting, they should note that this will require at least two criteria being adjusted as the total needs to add up to 100%.

CAs can use YPO templates or their own documents if they prefer.

The specification detailed in the further competition template should give providers a good understanding of the specific services you want them to deliver. There are no set questions for CAs to include in their further competition, however we would suggest that these are related back to your specification.

Once you have created your further competition document you are required to publish the documents to all providers on the Framework. This can be published via your own e-Tendering system or by using the YPO portal.

There are no minimum or maximum timescales that a further competition should be published within, however YPO would suggest that the timescales are proportionate to the detail of the specification and documents you publish. Please ensure that providers have sufficient time to respond to your further competition template.

Once the deadline has ended, the response documents should be evaluated in accordance with the criteria in the further competition.

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.

A 10-day standstill period is then voluntary under the YPO framework. YPO would suggest carrying out a standstill period for a long term or high value call-off contract.

Support available from YPO

It doesn't matter if you are carrying out a direct award or a further competition, we can offer support and documentation.

Documentation:

- Call-off Contract Terms and Conditions – the terms and conditions reflect the requirements of the market
- Core Basket Pricing
- Template documents
- Further competition document
- Award letters

YPO can manage customers further competitions, which includes:

- Advertising the further competition
- Managing clarifications
- Downloading submissions
- Awarding the further competition

Clarification responses, evaluation, drafting of award letters and completing the letter of appointment will need to be completed by the customer.



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Terms and conditions

YPO has agreed a set of framework terms and conditions; these are between YPO and the provider. These framework terms and conditions cannot be amended by the contracting authority or the provider.

To supplement the framework terms and conditions, YPO has created call-off terms and conditions for contracting authorities to put in place with the provider.

The call-off terms and conditions can be utilised to ensure that they fit your requirements and if both parties agree, they can be amended to support the delivery of the service.

Once the call-off terms and conditions are agreed you will need to specify these within the order form under the “amendment to terms and conditions” section.

The order form then forms the legally binding contract between you the customer and the provider.

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