

NATIONAL PUBLIC SECTOR

FRAMEWORK USER GUIDE

For Workplace Supplies and Services

REF: DN489955

DARTFORD
BOROUGH COUNCIL



Contract managed by

 **Dukefield
Procurement**
Part of the Dukefield Group

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1 Introduction

Dartford Borough Council (hereafter the Council) is pleased to announce that it has put in place access to an EU compliant framework for a comprehensive suite of workplace supplies and services. The National Public Sector Workplace Supplies and Services Framework contract ref - DN489955 (hereafter the framework). It is a proactive, best value, collaborative framework that is open to all organisations throughout the Public Sector.

Framework Users should note that if they wish to benefit from the excellent services and rates available under this framework (whether the selected supplier is your current supplier or not) they must inform the supplier that they are procuring under the framework, quoting the framework name and reference number.

2 Framework Summary

The framework represents a best value route to market. Full details of the framework can be found within this guide.

The framework agreement is designed to be a one-stop shop for a Framework User's requirements for workplace supplies and solutions. It has 10 lots, a One-Stop-Shop lot under which all supplies and services are available and nine further supplies specific lots, each addressing a particular aspect of workplace supplies. The ten lots are:

- Lot 1 National Public Sector Workplace Supplies and Services One-Stop-Shop
- Lot 2 Office Supplies, Paper and Print Consumables
- Lot 3 Cleaning and Janitorial Supplies including Paper and Hygiene Products
- Lot 4 Personal Protective Equipment including First Aid
- Lot 5 IT and Print Consumables and Peripherals
- Lot 6 Paper Supplies
- Lot 7 Waste Services – Collection, Shredding and Processing
- Lot 8 Office, Residential and Domestic, Classroom and Educational Furniture
- Lot 9 Specialist Print and Related Services
- Lot 10 Promotional Products

A description of each Lot and the supplier awarded under each Lot can be found below.

Lot 1 – National Public Sector Workplace Supplies and Services One-Stop-Shop

This lot provides a comprehensive range of workplace services and supplies under a One-Stop-Shop arrangement through a choice of two suppliers, **Banner Group Ltd and Lyreco UK Ltd**. The Lot provides the following supplies and services:

- Office Stationery and Supplies
- IT and Print Consumables and Peripherals
- Paper Supplies
- Cleaning and Janitorial Supplies including Paper and Hygiene Products
- Personal Protective Equipment including First Aid
- Furniture
- Catering Supplies and Equipment
- Workwear and Related Clothing
- Office Waste Services including the collection and disposal of paper, and other waste such as clothing, electronic media, ink cartridges, etc. for recycling, and the secure and safe collection, shredding and disposal/recycling of confidential waste such as paper, CD's, hard drives, and other electronic waste.
- Office Equipment and Supplies
- Promotional Products including such items as promotional/personalised stationery, promotional goods, clothing, etc.
- Personal Care and Medical Consumables
- Domestic Appliances
- Specialist Print and Related Services.

Lot 2 – Office Supplies, Paper and Print Consumables

This Lot offers a comprehensive range a comprehensive range of office stationery, paper and print consumable supplies through a choice of two suppliers, **Banner Group Ltd and Lyreco UK Ltd**.

Lot 3 – Cleaning and Janitorial Supplies including Paper and Hygiene Products

A comprehensive range of office a comprehensive range of cleaning and janitorial supplies through a choice of three suppliers, **Arrow County Supplies, Lyreco UK Ltd and Wightman & Parris Ltd.**

Lot 4 – Personal Protective Equipment including First Aid

This Lot provides a comprehensive range of Personal Protective Equipment including First Aid through a choice of three suppliers, **Bunzl UK Ltd and Lyreco UK Ltd.**

Lot 5 – IT and Print Consumables and Peripherals

This Lot provides a comprehensive range of IT and print consumables and peripherals through a choice of three suppliers, **Banner Group Ltd and Lyreco UK Ltd.**

Lot 6 – Paper Supplies

This Lot provides a comprehensive range of office paper supplies through a choice of two suppliers, **Banner Group Ltd and Lyreco UK Ltd.**

Lot 7 – Waste Services – Collection, Shredding and Processing

This Lot provides a comprehensive range of office waste services through a single supplier including the collection and disposal of paper, and other waste such as clothing, electronic media, ink cartridges, etc. for recycling, and the secure and safe collection, shredding and disposal/recycling of confidential waste such as paper, CD's, hard drives, and other electronic waste. A single supplier provides the services on this lot, **Banner Group Ltd.**

Lot 8 – Office, Residential and Domestic, Classroom and Educational Furniture

This Lot provides a comprehensive range of furniture including, of office, residential and domestic furniture, classroom and educational furniture through a choice of two suppliers, **Banner Group Ltd and One to One Office Solutions Ltd.**

Lot 9 – Specialist Print and Related Services

This Lot provides a comprehensive range of specialist print and related services through a choice of three suppliers, **Banner Group Ltd, Harlow Printing Ltd and One to One Office Solutions Ltd.**

Lot 10 – Promotional Products

This Lot provides a comprehensive range of promotional products through a choice of one supplier, **Banner Group Ltd.**

Full details of the supplies and services available under each Lot can be obtained by contacting the individual lot suppliers.

3 Buying from the Framework

How do Framework Users buy from the framework? The nature of the award of business under this Framework will be either direct award, where the user awards a contract to a supplier without the supplier having to engage in a competitive process to win the contract, or through further competition. Participating Public Sector Bodies wishing to utilise the Framework will do so by selecting their preferred supplier using one of the appropriate methods.

This can be done in one of two ways:

3.1 Direct Award

Where Direct Award is undertaken, Participating Public Sector Bodies must do so in keeping with the provisions of the Public Contract Regulations 2015. It is recognised that Framework Users may elect to adopt Direct Award on the basis of many individual factors but as a guide, the framework recognises the potential for Direct Award to be made on the basis of anyone, or a combination of, the following factors:

Supplies/Service Specification

Price

Delivery Timeframe/Date

Warranty

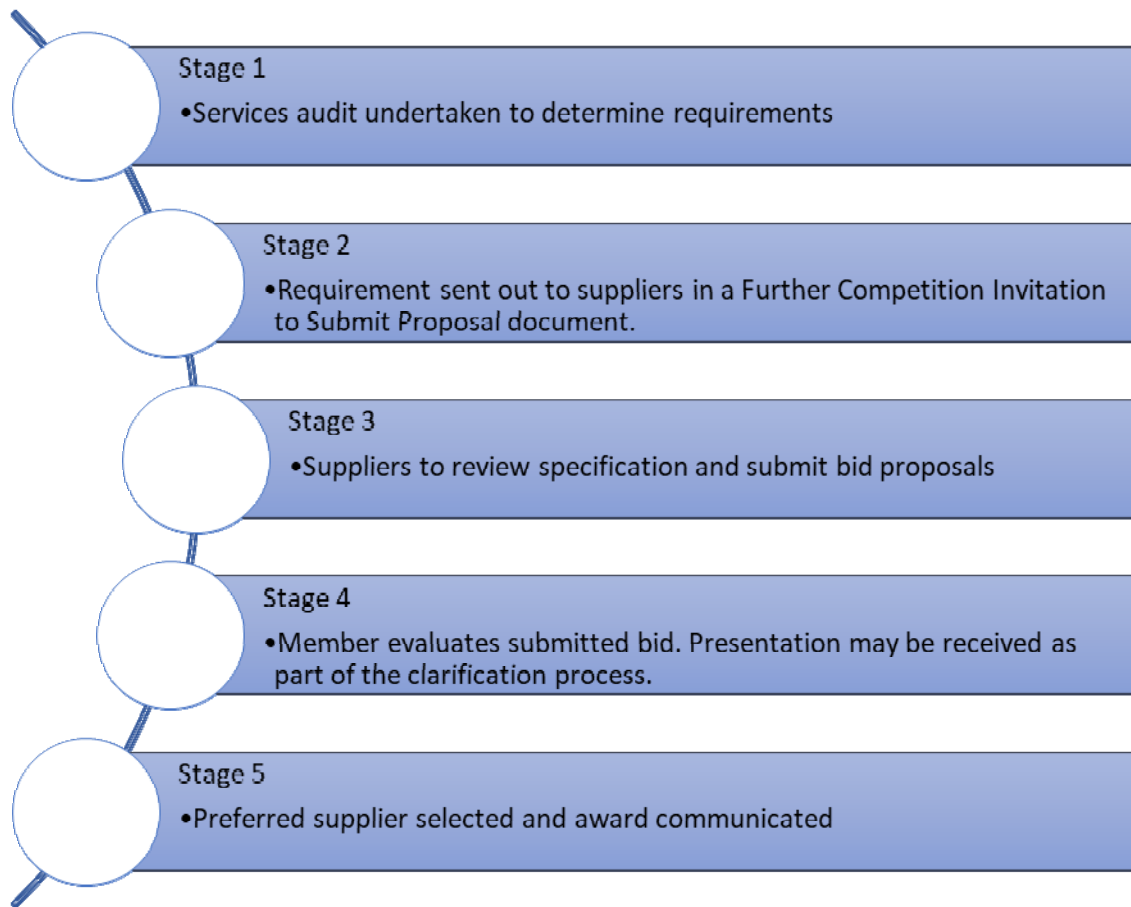
After Sales Service, i.e., Returns Timescales.

Each supplier has an agreed price list for the services available under the framework and these can be accessed by contacting either the specific supplier Account Manager or the framework Contract Manager. The price lists may be of assistance to Framework Users when deciding whether or not to Direct Award to a supplier.

3.2 Further Competition

A Framework User can engage suppliers in a further competition in pursuit of additional value. When engaging in a further competition exercise, Framework Users must invite all the suppliers to participate in the further competition. All suppliers must be given the opportunity to engage in a further competition. Whereas all suppliers must be given the opportunity to engage in the further competition, they are not obliged to submit a quotation and may decide not to submit a bid under the further competition. This does not invalidate your further competition.

The following is an example of a traditional further competition process (for illustrative purpose only):



If conducting your own further competition, exercise framework users should note the base evaluation criteria and weighting for the Lot under which they are conducting the process. Full details of the weighting that underpins each Lot can be found in Appendix D.

A standard further competition template for use in a traditional further competition is attached in Appendix E for Framework Users wishing to undertake their own further competition exercise.

4 Using the Framework – How do I buy?

Having identified your requirements and selected the chosen purchase route, i.e. the One-Stop-Shop route or via the supplies specific individual lots – the Framework User should contact the appropriate supplier utilising the contact details stated within Appendix A.

Framework Users should ensure all order documentation quotes the framework name, reference number and a statement to the effect that the business is contracted under the terms and conditions of this framework. Failure to do this may result in Framework Users not accessing the excellent services and rates available under this framework. This should be undertaken whether the selected supplier is your current supplier or not.

Framework Users can elect to utilise the Optional Framework Order Form detailed within Appendix B if so desired. This can be emailed or posted to your chosen supplier.

Appendix C details the framework Access Agreement. It is not mandatory that Framework Users sign this agreement to access the framework, however it is recognised that Framework Users may wish to do so.

5 Help Desk

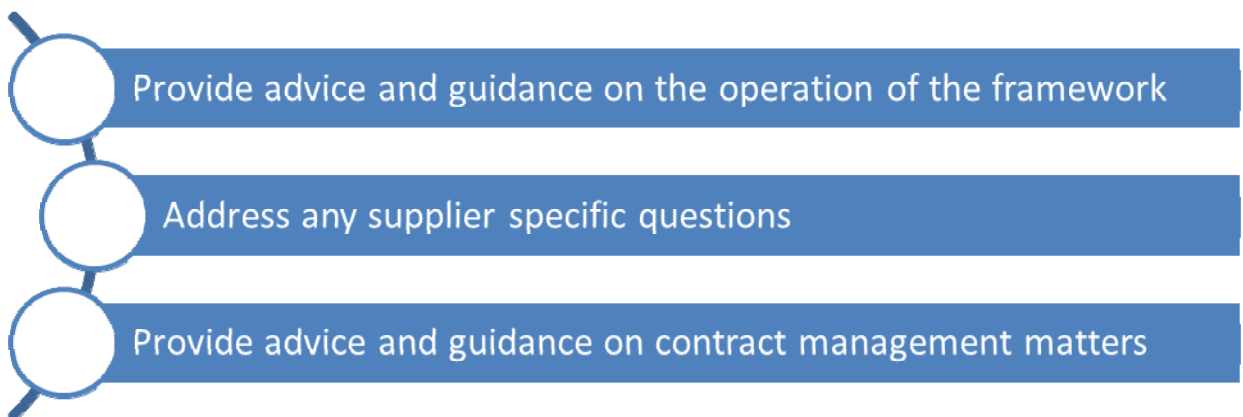
The Help Desk exists to assist Framework Users in their use of the framework. Free of charge advice and guidance is available from the Help Desk from 09:00 to 17:00 Monday to Friday excluding Bank Holidays and can be contacted either by phone as follows:

Tel: 0345 900 2877

Email: enquiries@workplacesolutionsframework.org

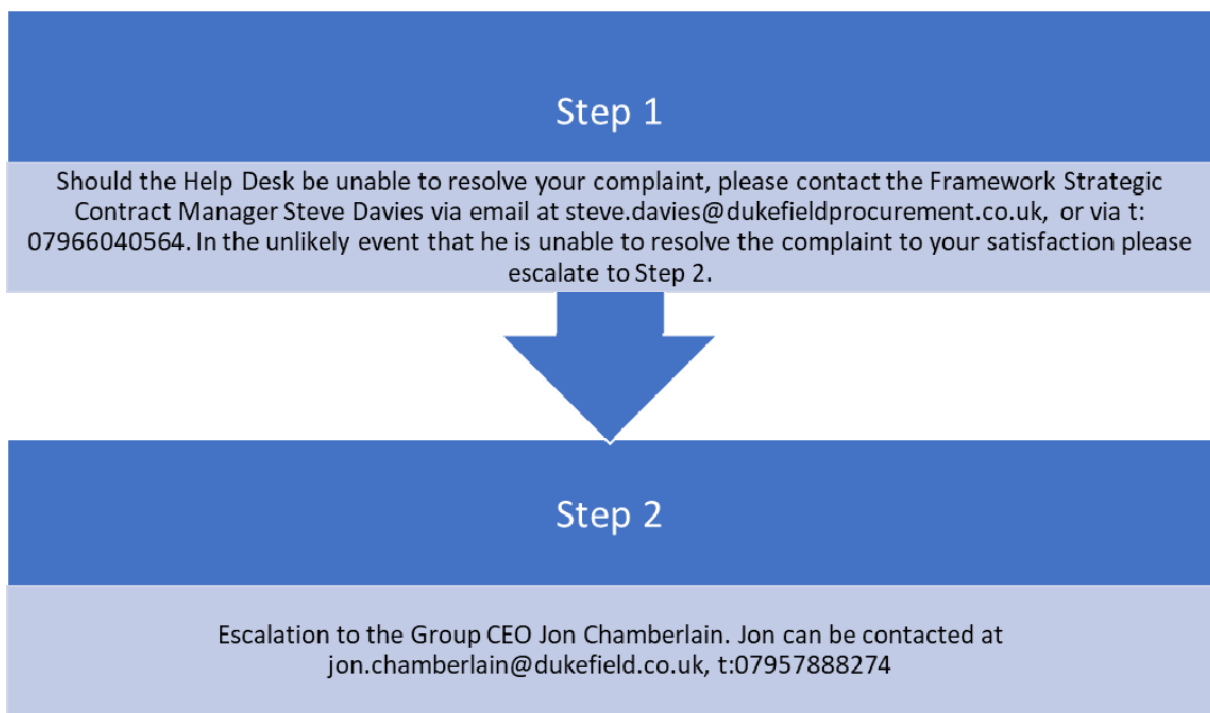
Web: www.workplacesolutionsframework.org

The friendly Help Desk staff will be on hand to answer your questions and assist you in any way they can. Specifically they can:

- 
- Provide advice and guidance on the operation of the framework
 - Address any supplier specific questions
 - Provide advice and guidance on contract management matters

6 Complaints and Escalation Procedures

Day to day complaints should be raised in the first instance with your chosen supplier. Where appropriate they may also be raised/escalated to the Help Desk. All complaints raised with the Help Desk will be recorded and the way forward agreed with the Framework User. In the vast majority of cases such complaints will be addressed to the satisfaction of the Framework User within a reasonable period of time (such time will vary depending upon the nature of the complaint). However in the unlikely event that a complaint is not resolved to the satisfaction of the Framework User within a reasonable time, complaints should be escalated as follows:



7 Local Contract Management

Framework Users are encouraged to put in place their own local contract management regime to ensure acceptable performance of their chosen supplier. The local regime could include Key Performance Indicators (KPIs) specific to contract performance, such as billing conditions, statistics and reports and contract review meetings.

All local requirements must be mutually agreed with your chosen supplier.

The framework support team can provide support and advice in determining SLAs and KPIs appropriate to your specific requirements. Should you require further information, or wish to benefit from this support, please contact the Contract Manager Frank Gourley:

frank.gourley@dukefieldprocurement.co.uk

Tel: 07957 883925

In addition to the arrangements specific to each contract, a comprehensive contract management regime underpins the operation of the framework itself. Suppliers' performance across all contracts let through the framework is continually monitored across all user organisations and issues addressed as they come to light. The framework Strategic Contract Manager will undertake regular contract performance and management review meetings with all suppliers as part of this performance monitoring process.

Framework Users should therefore ensure that the framework Strategic Contract Manager is made aware of any issues of any persistent or unresolved nature so they can be addressed with the appropriate supplier at the appropriate supplier review meeting.

8 Any Questions?

Should you have any questions about the operation of the framework that are not adequately covered by the User Guide, please do not hesitate to contact the Help Desk.

9 APPENDIX A – Supplier Contact Details

Supplier	Contact	Position	Email	Telephone
Arrow County Supplies	Rob Blackledge	Director	rob@arrowcounty.com	07848 459214
Banner Group Limited	Ian Dickinson	Key Accounts Manager	dartford@banneruk.com ian.dickinson@banneruk.com	0843 538 3311 07957 833214
Bunzl UK Limited	Tony Patrick	Corporate Account Manager	tony.patrick@greenham.co.uk	020 8560 1244 07885 309960
Harlow Printing Limited	Vince Hume	Director	vincehume@harlowprinting.co.uk	0191 455 4286 07970 271907
Lyreco UK Limited	Nicola Davies	Strategic Account Manager	nicola.davies@lyreco.com	07900 922549
One to One Office Solutions Limited	Stuart Wilson	Sales Director	sales@one-to-one.net	01342 892929 07487 235344
Wightman & Parrish Limited	Simon Ayres	Contract Manager	sales@w-p.co.uk	07540 417209 01323 445001

10 APPENDIX B – Optional Framework Order Form

NATIONAL PUBLIC SECTOR WORKPLACE SUPPLIES AND SERVICES FRAMEWORK

PURCHASE ORDER FORM

PLEASE PROCESS THIS ORDER WITH REFERENCE NUMBER

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CONTRACT No DN489955

[] wishes to order the below mentioned supplies and/or services.

This Purchase Order is for the supplies and/or services detailed below in accordance with the Terms & Conditions of the above framework as agreed between xxxxxxxxxxxx (the suppliers) and xxxxxxxxxxxx(the framework user)

Item Code	Description	Sum
£ _____	_____	_____
£ _____	_____	_____
£ _____	_____	_____
£ _____	_____	_____
£ _____	_____	_____
£ _____	_____	_____
(Framework Users should append additional sheets detailing services being procured where relevant to do so)		
*Total Purchase Price £ _____ excl VAT		
Name of Establishment (The Customer) _____		
Site/Invoice Address _____ _____		
_____		Post Code
Contact Name (PRINT) (Mr/Mrs/Miss/Ms) _____		
Tel No: _____		Fax No: _____
Email: _____		

11 APPENDIX C – Optional Access Agreement

Access Agreement for Utilisation of the National Public Sector Workplace Supplies and Services Framework

This is a confirmation of access to the **National Public Sector Workplace Supplies and Services Framework**, and an agreement of commitment to use said Framework.

OJEU Reference Number: 2020/S 150-369078	Contract Number: DN489955
Framework User Contact: Name: Email: Tel:	Supplier Contact: Name: Email: Tel:

Framework Start Date **1st November 2020**,

Length of Framework Agreement: 3 years with the option of a 1-year extension.

This is an agreement to confirm “[enter Framework User name]” has satisfied itself of its eligibility to join the Framework as a **compliant body** nominated in the above referenced OJEU notice. Signature of this form constitutes acceptance of the Framework Agreement Terms and Conditions which are enclosed, thereby creating a binding commitment to the utilisation of a Call-Off Contract from the framework agreement referenced above.

We agree to enter into a Call-Off Contract as from “**enter date of commence**” for a period of “**xx**” months/years (delete as applicable)

On behalf of the supplier: [enter supplier Name]

Contact Name:	
Telephone number:	
Email Address:	
Signature:	
Date:	

On behalf of [enter Framework User Name]

Contact Name:	
Telephone number:	
Email Address:	
Signature:	
Date:	

Signature (Customer) _____	Date: _____
Name (Print) _____	Position _____

12 APPENDIX D – Framework Weighting

The weighting used to select providers through the original Invitation to Tender process is detailed below. Weighting is listed for information purposes to assist Framework Users in determining their further competition evaluation criteria and associated weighting. Framework Users are advised to select evaluation criteria and associated weighting that supports the spirit of the framework and can be clearly related back to the original published criteria. Certain criteria may be more or less relevant or indeed not relevant at all, to a Framework User’s further competition and therefore their evaluation approach may be subtly different to that adopted in the original Invitation to Tender.

Price 40%

Quality 60%

Quality Criteria:

Criteria	Weighting%
Method Statement Strategic statement upon the delivery of the framework	3
Service Compliance The ability of the supplier to provide the required supplies and services	18
Consultancy Services The ability of the supplier to provide consultancy support to framework users	3
Customer On Line Portal The ability of the supplier to provide and on-line customer portal to facilitate the supply of supplies and services	7
Quality Standards Supplier quality standards and approaches	2
Collection and Restocking Supplier collection and restocking policies and processes	3
Delivery Timescales Supply and service timescales	2
Damaged or Wrongly Delivered Supplies Suppliers policies and processes for the treatment of damaged or wrongly delivered supplies	2
Sending and Receiving Electronic Communications The ability of the supplier to send and receive electronic communications	1
Consolidated Invoices The ability of the supplier to provide consolidated invoices	1
Order Cancellation Supplier’s policies and processes for order cancellation	2
Customer Support Services Supplier’s customer support services, e.g. Help Desk	2
Account Management Process and Infrastructure The supplier’s account management structure and processes	2
Key Performance Indicators Framework key performance indicators managing services delivery	2
Performance Improvement	1

The supplier's processes for ensure improvement in performance where it is lacking.	
Management Information The provision of management information to support the use of the framework	2
Complaints and Escalation Procedure The supplier's processes and procedures for the treatment of complaints.	2
Business Continuity The supplier's support structures, processes and policies to ensure continuity of service	1
Marketing The promotion of the framework	2
Sustainability Delivery of sustainable and low carbon supplies and services	1

Use of Supplier Presentations and Site Visits as part of the Bid Evaluation Process

Supplier presentations can be received as part of the evaluation process. Should you wish to have supplier presentations you must make mention of this within your further competition documentation.

In most cases supplier presentations are not scored in their own right but are instead used as way of clarifying the Evaluation Panel's understanding of the suppliers' written submissions. The Evaluation Panel may elect to reassess a score given to a supplier in respect of the evaluation criteria where it is clear from a presentation that the Evaluation Panel has misinterpreted the written submission.

If supplier presentations are to be scored one must take great care to ensure that whatever is to be scored is clearly determined in advance of the presentation. It is also important that suppliers are aware of how the presentation is to be assessed.

Site visits can be undertaken but similarly to presentations, they are generally not scored in their own right but are instead used as a means of clarifying the Evaluation Panel's understanding of the suppliers' written submissions. The Evaluation Panel may elect to reassess a score given to a supplier in respect of the evaluation criteria where it is clear from a site visit that they have misinterpreted the written submission.

13 APPENDIX E – Further Competition Template

An example of a further competition template which Framework Users may find useful when conducting their further competitions.

[INSERT NAME OF ORGANISATION]

INVITATION TO SUBMIT A PROPOSAL

FOR

[INSERT TITLE]

Closing Date: *[date/time]*

Contact: *[insert contact details of person undertaking further competition]*

1. INTRODUCTION

- 1.1 *Insert details of the organisation and a summary of the procurement and its aims and objectives*

2. INSTRUCTIONS TO TENDERERS

2.1 COMPLETED PROPOSALS SHOULD BE SUBMITTED TO:-

[Insert contact details for return of further competition submissions]

Suppliers should ensure that they allow enough time to submit their questionnaire response. **The organisation will accept no responsibility for difficulties during the process of submission and/or late or lost submissions.**

- 2.2 The deadline for the return of quotations is 2:00 pm on xx xxxxxx 202x. **LATE SUBMISSIONS WILL NOT BE ACCEPTED.**
- 2.3 Please study the documentation carefully. If you are in any doubt as to any technical aspects of the specification/project brief, or require clarification of any part of the document please contact *[insert project officer contact details]*
- 2.4 Suppliers are required to submit competitive prices strictly in accordance with the attached specification/project brief.
- 2.5 Suppliers must fully complete all parts of this document using the same question numbering format as used in this document and sign the declaration. Failure to provide a completed quotation in the required format may result in the quotation not being considered.
- 2.6 Freedom of Information - In accordance with **Freedom of Information Act 2000**, from January 2005, public organisations must respond within 20 working days to valid written requests for information from anyone. The information requested must be supplied unless it falls into specified categories of information which include: confidential, personal, trade secret, or information which would or would be likely to prejudice the Supplier's or the organisation's commercial interests. These categories are exemptions under which information may not be disclosed.
- 2.7 It will be the Supplier's responsibility to clearly state in their Proposal submission any information which they regard as confidential, personal information, trade secret or may prejudice their commercial interests and to discuss this with the organisation prior to submission.
- 2.8 Suppliers are advised that information which falls into our agreed interpretation of the legal definition of confidentiality, personal information, trade secret or prejudice to their commercial interests may still have to be disclosed in some circumstances... You should be aware that the organisation may be forced to make information public as a result of an appeal by a member of the public against our initial decision not to reveal information. The public can appeal through our internal complaints procedure and ultimately to The Information Commissioner's Office, the Government organisation responsible for enforcing the Act.

- 2.9 You will also need to provide with your quotation submission a contact within your organisation to ensure that should we need to consult on a Freedom of Information request we can do this promptly. If we are unable to contact anyone to consult we may have to release the information to ensure that we remain within the 20 working days deadline.

i. 3.EVALUATION

- 3.1 *Phase 1 of the Evaluation Process - Proposals received will initially be reviewed on the basis of compliance with the threshold requirements. For the avoidance of doubt, all threshold requirements must be achieved. .*

A listing of the relevant threshold requirements are detailed in Appendix 3.

(Please note this is only relevant if you decide it is appropriate to have one or more minimum thresholds. This section should be deleted if thresholds are not required.)

- 3.2 The bids from those Suppliers who meet the defined thresholds will be fully evaluated at Phase 2 of the Evaluation Process. The evaluation will be on the basis of most economically advantageous tender as follows.

(Please note, the above wording will need to be rephrased if thresholds are not required)

Price xx%
Quality xx%

[insert quality evaluation criteria]

- 3.3 The organisation may request bid presentations as part of the bid clarification process to enable the organisation to better understand a Suppliers' bid. Where such clarifications are required Suppliers will be notified and invited to attend at an agreed date and time. Please Note – it may not be necessary to invite any or all bidders if no clarifications are required.
- 3.4 The organisation will endeavour to reach a decision by *[date]*. However, the organisation is not bound to accept any quote submitted.
- 3.5 Resulting contracts will be subject to the terms and conditions of contract for the framework agreement – DN489955 - NATIONAL PUBLIC SECTOR WORKPLACE SUPPLIES AND SERVICES FRAMEWORK. Please note these Terms and Conditions are already contracted and are non-negotiable.

4. SPECIFICATION

4.1 The specification is detailed in Appendix 1.

ii. 5. PRICE SCHEDULE

5.1 *[insert the pricing methodology including whether or not any devices are to be leased or outright purchased]*

5.2 Suppliers are required to complete the Pricing Schedule (Appendix 2)

5.3 The pricing will be held for the duration of the contract.

iii. 6. DECLARATION

I/We hereby offer to provide the services as specified in xxxxxxxxxxxx in accordance with the Conditions of Contract governing the Framework Agreement DN489955.

Signed

Name (Block Capitals)

Designation

For and on behalf of

.....

Tel. Fax.....

E-mail address

APPENDIX 1 - SPECIFICATION

[Insert the specification in Appendix 1. The following issues are examples that may wish to be considered within the specification. The list is not exhaustive and is only series of examples

Service Requirements

Details of the services you wish to procure.

Supplies Requirements

Details of the supplies you wish to procure.

Service Delivery Requirements

Details of your timescales and expectations e.g. milestones

Consider delivery requirements including locations.

Sustainability

Consider sustainability requirements. The sustainability criteria underpinning the framework including:

*Externally audited environmental management system
Corporate Responsibility Policy, Environmental policy or Sustainability Policy
Involvement in environmental schemes or projects
Carbon reduction in delivery operations*

Account Administration

Consider account administration requirements, including monthly invoices.

Account/Contract Management

Consider the nature of your account/contract management regime. For example will you require:

- regular quarterly supplier review meetings*
- a designated account manager*
- management information – including the regularity of such information?*

APPENDIX 2 – PRICING SCHEDULE

Insert the pricing schedule here

APPENDIX 3 – THRESHOLD REQUIREMENTS

Insert any threshold requirements here

(Please note this Appendix can be deleted if no Thresholds are required)