



User Guide

Provision of Office Supplies and Equipment

Ref: Y17044



CONTENTS

1. Introduction
2. Framework Summary
3. Using the Framework
4. Awarded Suppliers
5. Terms and Conditions
6. Service Level Agreement
7. Escalation Process

APPENDIX A Framework Weightings

APPENDIX B OJEU Notices

APPENDIX C Customer Access Agreement

APPENDIX D Monitoring Form

1. Introduction

KCS Professional Services on behalf of Central Buying Consortium (CBC) lead on the national framework for the Provision of Office Supplies and Equipment.

The framework, available nationally, is OJEU compliant in accordance with Public Contract Regulations 2015 and can be accessed by any public sector organisation including as educational establishments, colleges, universities, police, ambulance & fire services, NHS & NHS trusts, local government, housing associations and charities.

2. Framework Summary

The framework is made up of one LOT covering that will provide customers with the full range of office products including the following product types:

Address Labels	IT Consumables
Batteries	Pads and Notebooks
Diaries and Calendars	Paper
Envelopes	Printer Toners
Filing Products	Stationary Essentials

The framework period is for 48 months from February 1st 2018 – January 31st 2022

3. Using the Framework

Individual Contract Award

When selecting Suppliers under this Agreement Participating Authorities/Customers will select a Supplier based on the **Most Economically Advantageous Tender**. This is the result of a process as determined by the individual Participating Authority/Customer of declaring value from all products/services covered by the Agreement.

There are three methods permissible under this Agreement;

1. Direct Award/Call Off

Ability to meet the need as determined by the Participating Authority and/or Authorised Participant/Customer by means of selecting the most appropriate Supplier based on one of the following criteria (not in any particular order):

- Ability to supply the required quantity
- Total value of order/ Individual Contract below £10,000
- Product or service required is unique/exclusive to one supplier
- Continuity of existing services or goods
- Current architecture

While proceeding with a direct award option is fully compliant – the decision of whether this is the best value option for you is very much down to your own internal processes & procedures. As long as you & your internal organisation are happy with the choice and reasons behind it then it is a compliant option for you. Best value is not just based on price, for example if you have an existing relationship with a supplier on the framework and they are set up on your internal systems and have a full understanding of your requirements this could be of significant value to you as you do not have to go through the process of setting up another supplier and starting a new relationship. There is also a cost to consider in conducting a Mini Tender. These costs, which include the cost in time taken to complete, can eliminate any potential savings you might make on the product itself.

2. Further Competition or Mini Tender

A competition with the capable Suppliers in the specific LOT in the Agreement from time to time to determine the most appropriate supplier for a defined period of time or project.

In order to adhere to 'The Public Contracts Regulations 2015' when re-opening competition under this Agreement the Participating Authority should follow the steps below:

1. The Participating Authority/Customer must invite all Suppliers on the Framework who are deemed capable of delivering the particular requirement.
2. The Participating Authority/Customer shall be responsible for formulating a specification/product brief containing full details of the work/products required.
3. The Participating Authority/Customer will send the specification/product brief to all Suppliers quoting the Framework Agreement reference number (this could be in writing, via post, through the Customers own electronic tendering suite) inviting the Supplier to submit a tender. A time limit should be set for the submission of fully completed tender responses.
4. Responses received must be kept in a secure place, unopened, until the designated closing date and time for final submissions has passed. Responses received after the specified date and time should be rejected unless the tenderer can provide evidence that the response was submitted prior to closing date and time.
5. The submitted response shall be evaluated in accordance with the criteria stated in the original specification/product brief. The headline criteria used must be the same as the headline criteria used for the original Agreement or part thereof, but the Participating Authority may change the weightings and add their own sub-criteria to apply.
6. Once the Customer has determined from their evaluation of submissions the Most Economically Advantageous Tender they shall inform the winning tenderer in writing (should the requirement be of significant and or over the current OJEU threshold the Customer should also advise the unsuccessful tenderers of the outcome of the process. This letter should include, the tenderers score and the plus and negative points of the tenderers response).

In any event the Contracting Authority takes no responsibility for the chosen Contracting method of any Customer/Participating Authority.

The headline criteria to be used at mini-tender / further competition stage shall be a combination of the following;

TABLE 2 – Stage 2	
Assessment Criteria	100% Weighting
Pricing	60
Quality, Delivery & Sustainability of service/evidence based questions	40

Customers may add sub-criteria underneath these headings that shall be relevant to their individual requirements.

Conditions of Contract pertaining to Individual Orders

The Conditions of Contract, Terms & Conditions in conjunction with Schedules Four, Five, Six, Seven, Eight, Nine, Ten, Eleven and Twelve - Suppliers Tender Response, shall apply to all Orders placed under this Agreement.

LEAD AUTHORITY CONTACT DETAILS

Jenny Ware (Contract Manager)

jennifer.ware@kcs4ps.co.uk

Tel: 01622 236971
KCS (Kent County Supplies)
Unit 1, Aylesford Commercial Park,
New Hythe Lane,
Aylesford,
Kent.
ME20 7FE

Further Competition

We can offer you support with your procurement, should you wish to undertake a Further Competition/Mini Tender under this framework and can manage the bids for you or you can use our Mini Tender template which is located on our website www.kcs4ps.co.uk. We are also happy to review your documentation should you require this.

4. Awarded Suppliers and Contact Details

Banner

Ian Dickinson
Key Account Manager
Tel: 07957 833214
Email: ian.dickinson@bbanner.co.uk



Lyreco

Dave Byron
National Account Manager
Tel: 07884 078449
Email: dave.byron@lyreco.com



5. Terms and Conditions

For a full set of our terms and conditions please visit our website, www.kcs4ps.co.uk or call 0808 281 9439.

6. Service level agreement

SERVICE LEVEL AGREEMENT (SLA)

6.1 Introduction

A 'local' Service Level Agreement (SLA) will be agreed between both the Supplier and the Customer. This will be based upon the requirements aspects of the 'Further Competition' and the outcomes of the due diligence process. It is vital that the SLA is designed to be flexible and reviewed and updated regularly.

The Contracting Authority will look to award to a number of Suppliers who will take the primary responsibility for meeting the Customer's needs, including the provision of equipment, service, and the overall management. Where any subcontractor or 3rd party is introduced into the relationship, this will be done with the formal Agreement of the Customer organisation based on the full understanding that the primary responsibility remains with the Supplier.

6.2 Goods and / or Services

The Supplier's responsibilities under this Framework include, but are not restricted to:

- Accepting Orders from Customers
- Ensuring correct invoices are sent promptly
- Providing support to deal with any issues and enquiries from any Customer
- Complying with agreed KPI's, reporting requirements and service levels as requested by the Customer and Participating Authority
- Complying with the Contracting Authorities management information requirements

6.3 Key Performance Indicators

The Contracting Authority shall measure the performance levels of the Supplier(s) with whom it Contracts under this Agreement/Contract in line with the KPIs stated below.

No.	KPI	Target Score	Definition
1	Goods delivered	98%	Ordered goods delivered and complete with in agreed timescale and at first attempt
2	Goods replaced	98%	Replacement goods ordered and delivered within agreed timescale
3	Faulty goods	No more then 2%	Ordered goods returned due to poor quality standards
4	Picking errors	No more then 1%	Returns or refunds due to Supplier picking errors

7. Escalation Process

If you are unable to resolve an issue with the supplier contact the framework team or our Contract Manager at KCS Professional Services, who would be happy to help.

Framework Team
Phone: 0808 281 9439
Email: sales@kcs4ps.co.uk

Contract Manager
Phone: 01622 236971
Email: Jennifer.ware@kcs14ps.co.uk

Appendix A: Framework Weightings

The following tables detail the assessment criteria and weightings:

TABLE 2 – Stage 2	
Assessment Criteria	100% Weighting
Pricing	60
Quality, Delivery & Sustainability of service/evidence based questions	40

Appendix B OJEU Notices

For OJEU information please visit our website www.kcs4ps.co.uk

Appendix C



PROFESSIONAL SERVICES

CUSTOMER ACCESS AGREEMENT

CBC Framework Y17044 The Provision of Office Supplies and Equipment

TO BE COMPLETED BY THE CUSTOMER

Before conducting any activity under this CBC framework, please complete this form and return it (by email or post) to KCS Professional Services via Commercial Services (the Contracting Authority), on behalf of CBC.

AGREEMENT: I confirm that the organisation detailed below intends to participate in the above-mentioned CBC framework agreement, and that in doing so will act in accordance with the guidance, instructions and contractual requirements as provided by the CBC Lead Authority and in accordance with the Public Contracts Regulations 2015.

Signature:
Date:
Printed name of person signing this form:
Position:
Name of Authority, Council, etc.:
Address:
Telephone:
E-mail address:
Product(s)/ Service(s) of Interest:
Estimated Value

To return this form, please email it to: Jennifer.ware@kcs4ps.co.uk CC Julie.cripps@kcs4ps.co.uk

Cc

CBC LEAD ACKNOWLEDGMENT of accessibility (To be completed by CBC LEAD):

Name:
Position:
Signature:
Date:

Please tick if you would be interested in receiving information on our other frameworks:

Energy [] Recruitment [] Software [] MFD's [] Furniture []

Vehicle Services [] Audio Visual/IT [] Managed Services [] Not Interested []

APPENDIX D

Supply of Office Supplies and Equipment

Name and address of organisation purchasing products/services	
Name of awarded Supplier	
Date of purchase/contract	
Items leased/purchased and LOT used	
Total/estimated value of order/contract	£
Please give brief details of your experience using the Framework Agreement	

Please e-mail the above completed form to Jennifer.ware@kcs4professionalservices.co.uk

Please tick if you would be interested in receiving information on our other frameworks:

Energy Recruitment Software IT/AV Furniture MFD's

Vehicle Services Audio Visual/IT Managed Services Not Interested