

**National Framework Agreement for Managed Office Administration Services & the
Supply of Office Equipment and Consumables**

Project Reference: F/068/CORP/20/IB

SCHEDULE A

FRAMEWORK AGREEMENT SPECIFICATION

FRAMEWORK SPECIFICATION

Overview

This procurement exercise will lead to a multi-supplier, multi-Lot Framework.

Lot 1 of the Framework will be for the provision of managed service for office administration to public sector organisations, excluding NHS organisations in England. NHS organisations in England are provided for by NHS Supply Chain and are outside the scope of this specification.

Suppliers appointed to Lot 1 must be able to meet all aspects of the Lot 1 Framework Specification. Client Organisations will, however, be able to contract for individual service elements of the service as required.

Call off contracts will be for a managed service containing one or more of the service elements detailed below, provided predominantly on a fixed fee cost basis rather than on a cost per transaction basis.

The managed service required and any applicable Standards may be refined (to the extent permitted and set out in the Order Form) by a Client Organisation during a Further Competition Procedure to reflect the Client Organisation's requirements for entering a particular Call-Off Contract.

Lot 2 of the Framework will be for the transactional provision of office supplies to public sector organisations, excluding NHS organisations in England. NHS organisations in England are provided for by NHS Supply Chain and are outside the scope of this specification.

Lot 1 – Provision of Managed Office Administration Services

The desired output is to provide Client Organisations with a fully managed service for office and corporate administration. This is to encompass the end to end supply chain of the office function, but must also be available to uptake in discrete elements to enable a smooth transition away from transactional purchasing.

The aim is to reduce administration and life time costs of procuring office supplies, print services, document management and shredding of confidential waste. The secure service needs to ensure that sensitive and confidential information complies with the requirements of the law (e.g. printing device or electronic and paper documents). At a high level the Supplier must have a security agreement in place to monitor and manage the Client Organisations.

The provision of a fully secure managed service will include the following service elements:

1. **Provision of a managed service for office supplies** including all items for daily use and special sourcing for ad hoc requests, including; purchasing, storage and consolidation of deliveries for specific requests

2. **Provision of a fully managed print service**, to include provision of print equipment service, maintenance and consumables.
3. **Provision of a secure document disposal service.**
4. **Provision of hybrid mail services**, to include printing, franking, post and email.
5. **Provision of on-line ordering system** to support the provision of the above four services, that is adaptable to individual Client Organisations standing financial instructions, including authorisation processes and ability to encompass service line reporting and fully transparent audit trail.

This specification does not mandate how this must be achieved but asks for solutions which will meet this overall output requirement. The following outlines key aspects of each service and the benefits to Client Organisations which suppliers must be able to provide as part of their service offerings.

Basic Service Requirements

- Services will be implemented with minimal operational impact to the running of the Client Organisation's operation.
- The services must be supported and maintained throughout the duration of the call-off contract term.
- The services must offer bespoke tailoring to each Client Organisation's individual needs. Standard "off the shelf" offerings are not sufficient.
- The services must include and allow for bespoke purchases made in addition to the Client Organisation's agreed product portfolio. However this may not account for more than 20% of the total contract value.

Managed Service for Office Supplies

Under this service, Suppliers must be able to provide office stationery and toner supply contracts on a fixed fee managed service model. Under this model, clients have unlimited usage of a core list of products for a fixed monthly cost, with Client Organisations having the option to include a transactional element to the contract to cover additional items.

Key aspects of this service:

- The Supplier will analyse a Client Organisation's existing spend to calculate how much could be saved by adopting this service.
- Client Organisations must have the ability to order an unlimited amount of office supplies for a fixed fee, whilst retaining a wide range of choice to ensure each end user's requirements are met.
- Required supplies must be made available to the Client Organisation within 48 hours of replenishment request.

- Where branded goods are used the Supplier must be able to offer both OEM and alternatives in line with the Client Organisation's bespoke specification.
- The services must be able to clearly demonstrate savings against a provided spend portfolio. This may also include any VAT reclaim where appropriate.
- The potential to reclaim VAT is an additional benefit and does not form a contracted obligation under this framework however assistance can be given to maximize this potential benefit.
- The Supplier will understand a Client Organisation's core requirements and agree a fixed monthly fee for the lifetime of the contract to cover unlimited usage of an approved core list of office supplies. The scope of the core list is at the Client Organisation's discretion.
- Client Organisations will have unlimited usage of the approved list of office supplies for the fixed monthly cost.
- Client Organisations will have the option to purchase additional office supplies on a transactional fee basis.
- Client Organisations will have the option to use an online ordering portal with authorisation mechanisms to fit their Standing Financial Instructions. These systems must be able to integrate with most standard finance systems in operation across the public sector.
- Invoices will be split to include a service and product cost, enabling a potential VAT reclaim on the service element of the invoice.

Benefits to clients:

The service offered should provide the following benefits to Client Organisations:

- Up to 5 year fixed prices
- No mid-contract price increases
- Guaranteed savings
- Reduced processing costs
- One consolidated invoice
- Automatic service line reporting
- Automatic authorisation process
- Elimination of goods receipt and product catalogue processes
- Reduction in requisitions

Managed Print Service

Under this service, a Client Organisation's existing infrastructure of historic printers, copiers and other multifunctional devices (MFD) is replaced with a new fleet of devices suited to the

needs of the organisation. This service will offer unique solutions to each Client Organisation, ensuring that requirements are tailored to individual needs.

Key aspects of this service

- For managed print services multiple options must be made available to suit the Client Organisation's unique requirements. Options may, for example involve the offer of Multi-functional devices or individual office laser printers, scanners, faxes and copiers.
- The Supplier will carry out an audit to ensure the viability of the scheme. This will typically take into account the cost of power, hardware cost, paper, toner, maintenance and lease costs and aim to discount and off-set with a service offering which will guarantee savings and offer operational efficiency.
- The Supplier will develop a plan to ease the transition to the new printer fleet. This will include a comprehensive training and communications plan.
- The Supplier will monitor devices remotely, and will replace faulty devices within 24 hours.
- All original consumables, servicing and repairs will be included as part of the fixed fee.
- Branded and own brand toner will be offered to Client Organisations under this service to ensure they have a choice and potential to reduce spend in this area.
- The Client Organisation will be responsible for the installation of replacement toner and other printer consumables.

Benefits to clients:

The service offered should provide the following benefits to Client Organisations:

- Ability to control spend and save money
- Option to control toner prices
- A new printer fleet requiring no upfront investment by the Client Organisation
- Consolidation of types of toner used within the organisation
- Reduction in time and cost of managing potentially old and unreliable printer fleet
- Potential to improve networking capability
- Potential energy saving through the introduction of low energy devices

Secure Document Disposal Service - Shredding

Under this service, the Supplier will be responsible for the secure shredding and disposal of a Client Organisation's confidential waste. The Supplier will provide this service either on the Client Organisation's site, or off site, depending on the Client Organisation's requirements. Depending on a Client Organisation's specific requirements, the service provided by the Supplier will offer the potential to generate income from the recyclable material generated from the shredded documents.

Benefits to clients:

The service offered should provide the following benefits to Client Organisations:

- Potential to reduce VAT liability
- An industrial shredding device at no upfront investment by the Client Organisation
- Reduce waste collection costs
- Potential income generation for the Client Organisation

Managed Service Hybrid Mail

This service allows Client Organisations to replace historic print, package, frank and post systems with a digital solution which sees the physical side of mail undertaken off-site in a more efficient manner. The Supplier will charge for this service on a unit cost basis, allowing the client to aggregate the cost of buying paper, envelopes, printing, franking cost and postage costs in to a single unit cost per letter. The Supplier will have appropriate data security accreditation to carry out this work in line with current standards.

Benefits to clients:

The service offered should provide the following benefits to clients:

- Savings against current spend
- Potential to reclaim VAT
- No investment cost
- Eliminates the need to purchase high cost printers
- Opportunity to reduce printer fleet
- Reduced franking machines and associated costs
- Reduced toner and ink spend
- Reduced stationery spend
- Staff spend less time on non-value adding activities

Added Value, Sustainability and Innovation

The Supplier shall work with Client Organisations and the Authority to identify ways to reduce cost and provide value for money to benefit the wider public sector.

The Supplier will work with Client Organisations to identify innovative approaches to reducing costs throughout the supply chain as may be required throughout the duration of the Framework Agreement and any Contract.

The Supplier will work with all Client Organisations to assist with the management of budgets and reduce overall cost by identifying savings. Any savings identified shall be reported to the Client Organisation.

The Supplier will consider the relevance of sustainability in all aspects of the Services provided under this framework. This includes minimising negative impacts and maximising positive impacts on society and the environment. The Supplier shall seek to reduce the sustainability impacts in all lifecycle stages including in design, raw materials choice, manufacture, storage, delivery and end of life disposal.

The Supplier shall work with the Authority and Client Authorities to identify opportunities to introduce innovation that reduces cost and waste, and ensure sustainable development is at the heart of their operations. This shall include but is not limited to product rationalisation and standardisation; leverage opportunities within the Supplier's supply chain and reviewing order placement methods, frequency and quantity.

Standards

All products supplied in connection with Lot 1 of the Framework Agreement must be CE certified under the relevant directive.

Where applicable, products supplied in connection with Lot 1 of the Framework Agreement will meet at least the Mandatory requirements of the appropriate UK Government Buying Standard <https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>

The Supplier must operate a defined quality management system for the services covered by Lot 1 of the framework agreement to the standard of EN ISO 9001:2008 or operate a system to an equivalent level. Details of this quality management system will be made available to Client Organisations on request.

The Supplier must operate a defined and documented information system security management system to a level at least equivalent to that of IS EN ISO 27001:2013 (or an equivalent recognised standard). Details of this information system security management system will be made available to Client Organisations on request.

The Supplier must operate a defined and documented environmental management system to the standard of EN ISO 14001:2015 or operate a system to an equivalent level. Details of this environmental management system will be made available to Client Organisations on request.

The Supplier's service implementation must follow a defined and documented project methodology (for example PRINCE2). Details of this project methodology will be made available to Client Organisations on request.

The Supplier must hold (or commit to obtain, prior to commencement of the Framework Agreement if awarded) Cyber Security Essentials accreditation. Details of this accreditation will be made available to Client Organisations on request.

The Supplier must be registered with the Information Commissioners Office as a Data Processor throughout the life of the Framework Agreement and the period of all Contracts called off from the Framework Agreement. Registration details will be made available to Client Organisations on request.

Lot 2 - Supply of Office Equipment and Consumables

The Supplier shall provide some or all of the product groupings shown below. The examples quoted are not restricted. The scope of Lot 2 shall be any product covered by those CPV codes included in the OJEU Contract Notice accompanying this Specification.

Office Stationery - General office stationery products such as pens, pencils, desktop accessories, filing, presentation items, diaries and associated office supplies.

Office Paper - Office paper products such as cut paper and board.

Educational Stationery – Such as art supplies, teaching supplies, exercise books, school books, exercise papers, water based ink pens, wood free colouring pencils.

Janitorial Products - Janitorial cleaning products such as washroom supplies, blue roll, washing-up liquid and refuse sacks.

Office Machines – Such as printers, copiers and other multifunctional devices, paper shredding machines, label making machines and laminators.

Personal Protection Equipment – Personal Protection Equipment such as safety clothing, hard hats, first aid kits, fire extinguishers and eye protectors.

Electronic Office Supplies - Electronic office supplies such as ink and toner printer cartridges, electronic storage media and peripherals.

Catering Goods and Consumables – Such as tea, coffee, napkins, mugs, cups, teapots, glasses and cutlery.

The Supplier shall provide Branded (products which contain a manufacturer brand name) and/or Own Brand/Unbranded (products which contain the Supplier's own brand name or products available as an alternative to a manufacturer's branded product).

All Goods supplied under Lot 2 of the Framework Agreement must be fit for purpose and of a quality acceptable to the Authority and Contracting Bodies. If at any time during the Contract Period the quality of supply for any product is found not to be to the appropriate standard, the Supplier shall provide a substitute item acceptable to the Client Organisation at no additional cost.

Ordering Process

The Supplier will provide an online product catalogue system which shall have the following functionality:

- The ability and functionality to integrate and interface with the information technology (IT) requirements of a Client Organisation. Details of these requirements will be provided for each Contract by the Client Organisation. The Supplier will provide support to Client Organisations for integration and interfacing.

- Authorisation mechanisms that can be tailored to fit a Client Organisation's authorisation hierarchy and financial governance systems. Details of these systems will be provided for each Contract by the Client Organisation.
- The ability to integrate and interface with standard finance systems in operation across the public sector. Details of the system in use will be provided for each Contract by the Client Organisation. The Supplier will provide support to Client Organisations for integration and interfacing.
- The ability to host the catalogue on the Suppliers' ordering platform or on a Client Organisation's eProcurement systems. Details of the system in use will be provided for each Contract by the Client Organisation. The Supplier will provide support to Client Organisations for integration and interfacing.
- The ability to support a Punch-Out supplier-hosted catalogue including "purchase to pay" functionality, and where required be capable of integration and interface with standard P2P and finance systems in operation across the public sector.
- A user friendly and intuitive system which is easy to navigate from initial login to final completion of order. System navigation will be mindful of all potential users, including potential users with disabilities and will be fully compliant with all relevant parts of the Equality Act 2010 (as amended).
- The ability and functionality to allow an unlimited number of online accounts with individual password protected log in details.
- The ability for users to create:
 - a basket of goods
 - a pre populated shopping list of previously most used items (favourites)
- The ability to display:
 - a generic product index which covers all products
 - details of the Supplier customer service support helpdesk including email address, telephone and fax numbers
 - visual notification of when products are out of stock

The Supplier shall be responsible for the provision and support of the necessary infrastructure and changes to content for this on-line solution for the Client Organisation and for any associated running costs throughout the Contract Period.

The Supplier shall provide an immediate notification to the Client Organisation in all instances where orders placed via the online product catalogue and offline product catalogue are rejected and subsequently cancelled by the Supplier.

The method in which such notifications are communicated to the Client Organisation shall be agreed within the Contract established under this Framework Agreement.

The Supplier must be able to code Goods in UNSPSC (Universal Standard Product and Services Classification) format to classify ordered items for management information purposes. The Supplier will support coding to UNSPSC versions in common use with UK public sector organisations. Further information regarding UNSPC can be obtained at <http://www.unspsc.org>.

Delivery

The Supplier will have short lead times for the delivery of Office Equipment and Consumables. The Supplier's On Time In Full (OTIF) percentage for delivery should be high and may be included as a Key Performance Indicator by a Client Organisation for their Contract.

The Supplier will provide a national delivery service which includes England, Scotland, Wales and Northern Ireland.

Deliveries will be available throughout the year, including Saturdays, Sundays and public holidays as required.

The Supplier shall offer a choice of delivery service levels. This shall include but is not limited to next day delivery.

The frequency and timing of Client Organisation deliveries will be set out in the Client Organisation in a Contract.

The Supplier shall be aware that Client Organisation delivery points may differ in size and accessibility and that delivery will have to accommodate the individual delivery points handling requirements. Any special requirements relating to delivery will be set out in a Client Organisation's Contract. The Client Organisation will be responsible for notifying the Supplier of any changes to the information held in Contract.

Any changes to a Client Organisation's delivery option will be agreed between the Client Organisation and Supplier and the Contract will be amended to reflect these changes.

Where required to do so by a Client Organisation, the Supplier must provide security clearance details of drivers and may be required to supply full booking in details which may include, but not be limited to:

- Vehicle details including registration;
- Full driver details and estimated time of arrival;
- Details of the next destination of the vehicle.

Where required to do so by a Client Organisation, the Supplier must ensure that persons employed by or subcontracted by the Supplier who attend the Client Organisation's premises during the course of their duties must hold a current enhanced Disclosure and Barring

Service (DBS) certificate or Disclosure Scotland Protection of Vulnerable Groups (PVG) certificate, as appropriate, valid for the work that is the subject of any Call Off Contract.

All DBS or PVG checks undertaken must have been completed to include all information pertaining to children and vulnerable adults and will cover induction, all mandatory training and occupational health checks.

The Supplier must ensure that the Client Organisation is informed directly should convictions be received regarding them or their employees or subcontractors after the date of the DBS or PVG check. Appropriate action will be taken if necessary. The Awarding Authority will also be informed to allow relevant and permitted information to be passed to other Client Organisations to promote safeguarding.

After-Sales Service

The Supplier will provide full contact details, including telephone and email access, to each Client Organisation calling off a Contract under the Framework Agreement.

Telephone, portal-based and email support must be maintained for the duration of the Framework Agreement and any Contracts called off under the Framework Agreement.

The Supplier will provide a single point of contact to each Client Organisation calling off a Contract under the Framework Agreement for account management purposes.

The Supplier will answer queries from a Client Organisation accurately and promptly, monitor and assess the level of performance against standards of the Contract and review and conclude any issues arising as and when required by a Client Organisation.

The Supplier will prepare a customer user guide and make this available for each Client Organisation.

The Supplier shall have a full computer based stock control system with back up processes or infrastructure to continue 'business as usual' for both stock control and ordering. The Supplier shall have a plan in place detailing back-up systems and procedures to follow if systems were to fail. This shall include e-mail, website, stock control systems, phone and fax lines as well as payment systems. This plan shall also include a review / audit procedure.

Standards

All products supplied in connection with Lot 2 of the Framework Agreement must be CE certified under the relevant directive.

Where applicable, products supplied in connection with Lot 2 of the Framework Agreement will meet at least the Mandatory requirements of the appropriate UK Government Buying Standard <https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>

The Supplier must operate a defined quality management system for the supply, service and distribution of your products covered by Lot 2 of the framework agreement to the standard of EN ISO 9001:2008 or operate a system to an equivalent level. Details of this quality management system will be made available to Client Organisations on request.

The Supplier must operate a defined and documented information system security management system to a level at least equivalent to that of IS EN ISO 27001:2013 (or an equivalent recognised standard). Details of this information system security management system will be made available to Client Organisations on request.

The Supplier must operate a defined environmental management system to the standard of EN ISO 14001:2015 or operate a system to an equivalent level. Details of this environmental management system will be made available to Client Organisations on request.

The Supplier must hold (or commit to obtain, prior to commencement of the Framework Agreement if awarded) Cyber Security Essentials accreditation. Details of this accreditation will be made available to Client Organisations on request.

The Supplier must be registered with the Information Commissioners Office as a Data Processor throughout the life of the Framework Agreement and the period of all Contracts called off from the Framework Agreement. Registration details will be made available to Client Organisations on request.