

**Bid Pack**

**Attachment 3 – Statement of Requirements**

Contract Reference: CCOU21A01 – Provision of Office Supplies Benchmarking

CONTENTS

[1. PURPOSE 3](#_Toc66976714)

[2. BACKGROUND TO THE CONTRACTING aUTHORITY 3](#_Toc66976716)

[3. Background to requirement/OVERVIEW of requirement 3](#_Toc66976717)

[4. definitions 3](#_Toc66976718)

[5. scope of requirement 3](#_Toc66976719)

[6. The requirement 4](#_Toc66976720)

[7. key milestones and Deliverables 4](#_Toc66976721)

[8. volumes 4](#_Toc66976722)

[9. continuous improvement 4](#_Toc66976723)

[10. quality 5](#_Toc66976724)

[11. PRICE 5](#_Toc66976725)

[12. STAFF AND CUSTOMER SERVICE 5](#_Toc66976726)

[13. service levels and performance 5](#_Toc66976727)

[14. Security and CONFIDENTIALITY requirements 5](#_Toc66976728)

[15. payment AND INVOICING 6](#_Toc66976729)

[16. CONTRACT MANAGEMENT 6](#_Toc66976730)

# PURPOSE

## The Commercial Intelligence (CI) team requires a price benchmarking exercise for the UK Office Supplies sector. The price data will relate to individual items that are available to customers using the Crown Commercial Service (CCS) Office Supplies framework.

# BACKGROUND TO THE CONTRACTING aUTHORITY

## The CI team provides market analysis, supplier information and ad-hoc pieces of industry data to the CCS Categories. This includes sourcing price benchmarking information.

# Background to requirement/OVERVIEW of requirement

## CCS requires UK price benchmarking data on office equipment and supplies such as stationery, paper, fax machines, ink and printer toner cartridges, janitorial products and ergonomic equipment. This is to identify the best value possible value to the taxpayer.

# definitions

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| Authority | Crown Commercial Service |
| CCS | Crown Commercial Service |
| CCS Categories | Crown Commercial Service Categories, e.g. Energy or Management Consultancy |
| CI | Commercial Intelligence |

# scope of requirement

## The Supplier will deliver services relating to office supplies price benchmarks which will be available via a summary report and pricing data in Microsoft Excel or Google Sheets.

## To complete all price benchmarking activity by 30 September 2021. To be provided in three parts (please see Section 7 for further detail).

## Unlimited reuse of price benchmarking data within CCS and with CCS customers, including for promotional activity.

## The ability to answer follow up queries on the price benchmarking activity carried out.

# The requirement

## Price benchmarking for 5,500 office supplies products from office equipment and supplies such as stationery, paper, fax machines, ink and printer toner cartridges, janitorial products and ergonomic equipment.

## At presentation of each of the three summary reports (one for each exercise) and price benchmarking data the supplier is required to attend a virtual meeting to review the findings. Each meeting will be no more than one hour long.

## The supplier will provide reports in an open document format, e.g. PDF, and supporting data in Microsoft Excel or Google Sheets.

## If any data is to be made available via a website, notice of any significant system changes should be given five working days in advance.

# key milestones and Deliverables

## The following Contract milestones/deliverables shall apply:

|  |  |  |
| --- | --- | --- |
| **Milestone/Deliverable** | **Description** | **Timeframe or Delivery Date** |
| 1 | Agree total basket of goods to benchmark | Within week 1 of Contract Award |
| 2 | Start benchmarking activity | Within week 1 of agreeing basket of goods |
| 3 | Provide 1,833 of price benchmarks | By 31 May 2021 |
| 4 | Provide 3,666 of total price benchmarks | By 30July 2021 |
| 5 | Provide 5,500 of total price benchmarks | By 30 October 2021 |
| 6 | Finish price benchmarking exercise | 30 October 2021 |

# 

# volumes

## To price benchmark 5,500 items of Office Supplies in total, in three batches of items as specified in the Key Milestones and Deliverables section.

# continuous improvement

## Any proposed changes to the agreed delivery method must be brought to the Authority’s attention and agreed prior to them being implemented.

# quality

## Any work should be quality assured by the supplier before being shared with the Authority.

## The supplier should strive for the highest possible accuracy rate.

# PRICE

## Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to contract delivery.

# STAFF AND CUSTOMER SERVICE

## The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

## The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## The Supplier will provide excellent customer service to the Authority throughout the duration of the Contract.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| **KPI/SLA** | **Service Area** | **KPI/SLA description** | **Target** |
| 1 | Provision of batch one of three | 1,833 price benchmarks to be provided to appropriate quality | 100% |
| 2 | Provision of batch two of three | 1,833 further price benchmarks to be provided to appropriate quality, making a total of 3,666 | 100% |
| 3 | Provision of batch three of three | 1,834 further price benchmarks to be provided to appropriate quality, making a total of 5,500 | 100% |

# Security and CONFIDENTIALITY requirements

## The potential provider will be required to sign a Non-Disclosure Agreement (NDA).

# payment AND INVOICING

## Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

## Each of the three batches of price benchmarking activity may be invoiced separately as they are completed.

## Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

## Invoices should be submitted to: Finance, Crown Commercial Service, The Capital Building, Old Hall Street, Liverpool, L3 9PP (supplierinvoices@crowncommercial.gov.uk) and display a correct purchase order number.

# CONTRACT MANAGEMENT

## Review meetings after each deliverable.

## Attendance at any meetings will be via conference call or virtual meeting.