# Invitation to Tender

# Office and Stationery supplies

Please submit your completed tender submission by the due date and in accordance with the instructions provided within this document.

Part A

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## Tendering Timetable

|  |  |
| --- | --- |
| General |  |
| Confirmation of receipt of this document | procurement@brandontrust.org |
| Invitation to Tender issued by | Simon Reeves on behalf of The Brandon Trust |
| Request to participate | 5th December 2019 |
| Deadline for questions | 7th Jan 2020 |
| Answer to questions raised | 10th Jan 2020 |
| Deadline for submissions | 10th Feb 2020 |
| Selection of providers for interview | Presentation to Brandon Trust Procurement Evaluation Team will include members of the Senior Management Team and Procurement. |
| Contract implementation date | TBC – Working towards 1st April 2020 |
| Questions | Questions arising from this document should be given to Simon Reeves and emailed to procurement@brandontrust.org |
| Full contact details | Simon Reeves, procurement@brandontrust.org |

## 1, Introduction

This is an Invitation to Tender document with information, instructions and guidance provided. The tender submission should be completed and returned by all suppliers who wish to tender for the requirement.

Brandon Trust reserves the right to modify the provisions of this ITT at any time prior to the scheduled date for written responses. Additional scope and requirements can be added. Notification of such changes will be provided to all vendors. Brandon Trust also reserve the right to negotiate on prices submitted.

By submitting a response, you are committing to an understanding that you understand the requirement and have sufficiently addressed all aspects of the tender and information contained within the data and that you have checked all stated details, such as prices, to be correct and as intended.

All information supplied by Brandon Trustin this tender to date, and any further information supplied during the tender process is subject to the confidentiality agreement you may have signed

**Overview**

Brandon Trust was formed in 1994 by the merger of the Buttress Trust and the South Avon Housing Association.

Today, Brandon Trust is a UK charity working across Southern England including London, supporting approximately 1,600 children and adults with learning disabilities and autism.

Latest figures suggest there are 1.5 million people with learning disabilities living in the UK. Despite significant developments in the last 20 years, people with learning disabilities are still restricted by many aspects of the modern world; less than 7% of them for example have a job.

At Brandon Trust, we’re striving to change this. We inspire the people we support to set themselves free so they can reach for their dreams and be all they can be.

## 2, Statement of business requirements

Through this tendering exercise, for the provision of office supplies and stationery. The Brandon Trust wish to appoint a sole supplier for office supplies and stationery who shall offer throughout the contract period:

* Most economically advantageous tender
* Process improvement through innovation
* Comprehensive management information
* High levels of customer satisfaction
* Consistently high-performance levels which meet or exceed the KPI requirements.

## 3, Contract Duration and Contract Management

The contract will be established from the commencement date for an initial period of 2 years with an option to extend for a further 1 year. Option to extend can only be exercised by The Brandon Trust.

The contract will be managed by The Brandon Trust, with review meetings held on a quarterly basis. These review meetings will enable the supplier and The Brandon Trust to review the performance of the contract and discuss matters arising from this contract. Discussion points may include but not limited to:

* Performance against KPIs
* Feedback from stakeholders
* Discussion regarding complaints of poor performance and agreement of actions to address
* Any changes in key personnel, process or delivery

The supplier will send appropriate personnel to each review meeting. These meetings will focus in more detail the service being offered by the supplier. For the avoidance of doubt attendance at such meetings will be at no cost to The Brandon Trust.

**Management Information**

The supplier shall provide management information on a monthly basis by the 7th working day. This may include but is not limited to:

* Value of goods ordered for the last month
* Value of goods split down to cost centre level
* Value of core products ordered v non-core products

Any adhoc management information that is requested should be produced within a reasonable timescale (within 48hours) and at no additional cost.

## 4, Questions and contact details

All requests for clarification / questions should be submitted as soon as possible in writing by email to:

**Name Simon Reeves**

**Position Procurement Advisor**

**Tel 0117 907 7200**

**Email** [**procurement@brandontrust.org**](mailto:procurement@brandontrust.org)

A copy of all the questions and answers raised will be emailed to all suppliers within 2 days of the date to submit questions by.

## 5, Requirement

### **Commercial / Compliance**

|  |  |
| --- | --- |
| **Buyer requirements** | **Tenderer response** |
| Please provide prices against Core List of products detailed in schedule 1. |  |
| Details around any rebates offered |  |
| Title of goods to be transferred to Brandon Trust at the time of delivery. |  |
| Delivery into our demise. Seller to bear all risks of delivery and have the goods insured until delivered. |  |
| Do you make deliveries with your own vehicles, or do you sub-contract the delivery element of your business |  |

### **Supplier Capability**

|  |  |
| --- | --- |
| **Buyer requirements** | **Tenderers response** |
| How many products do you stock ready for next day delivery? |  |
| Confirmation delivery is free of charge? |  |
| Do you have ISO9001 certification? |  |
| Do you have ISO14001 certification? |  |
| All goods ordered and delivered must adhere to British standards |  |
| Please see Schedule 2 – List of addresses. Please confirm your organisation can deliver to these addresses. |  |

### **Long term roadmap proposals**

|  |  |
| --- | --- |
| **Buyers requirements** | **Tenderers response** |
| Innovation and added value. |  |
| Strategic fit – Why are you a good fit for Brandon Trust. |  |
| Culture and ability to work with Brandon Trust. |  |
| Ability to adapt to changing business requirements. |  |
| Continuous improvement plans |  |

### **Financial**

|  |  |
| --- | --- |
| **Buyers requirements** | **Tenderers response** |
| Financial strength demonstrated across the Bidder’s group structure. Please include your company’s revenue and net results for the last two years with your response. If you do not have two years of accounts, please submit one years. Brandon Trust may ask your accountant / finance director additional due diligence questions. |  |
| An established financial track record demonstrated for the legal entity that Brandon Trust would be contracting with (please include your company’s registration number and registered address in your response). |  |

## 6, Service Level Agreement

|  |  |
| --- | --- |
| **Service Levels / Performance Criteria** | **Service Level Performance Measure** |
| Incoming telephone queries to be answered with 10 seconds | At least 95% |
| Each purchase order is acknowledged with 24 hours of being placed\*\* | 100% |
| Ordered goods delivered within 2 working days | At least 98% |
| Replacement ordered goods delivered within 2 working days | At least 98% |
| Ordered goods returned due to not conforming with quality standards | No more than 2% |
| Request to set up new site addresses / amendments to the account – actioned and portal updated within 5 working days | 100% |
| Quarterly account review meetings | 100% |

\*\* Purchase ordering system to be implemented by Dec 2020\*\*

## 7, Key Performance Indicators

To be discussed in more detail during negotiations.

Some KPIs will include

* Number of orders delivered within 1 working day.
* Number of orders delivered within 2 working days

## 8, Evaluation of tenders

All completed tenders received will be evaluated by members of the Procurement Panel. In order to be transparent, and in order that tenderers fully understand how their tender submission will be evaluated, details of the evaluation process are described below. If any tenderer does not understand any element contact the named Brandon Trust contact.

The following price and quality weightings will be used to determine the most economically advantageous tender:

* Quality 50%
* Cost 50%

Quality and cost will both be scored out of 100 marks.

## 9, Confidentiality

This invitation to tender is made available on the condition that its contents is kept confidential by the tenderer and is not copied, reproduced, distributed or passed to any other person at any time, except for the purpose of enabling the tenderer to submit a tender