

National Framework Agreement for the Provision of a Managed Service for Office Administration

Project Reference: F/017/CORP/18/MH

SCHEDULE A

FRAMEWORK AGREEMENT SPECIFICATION

SUPPLY SPECIFICATION

A.1 Overview

This procurement exercise will lead to a single supplier Framework Agreement. The Framework will be for the provision of managed service for office administration. The Framework will be awarded as a single lot, with Bidders being required to meet all aspects of this Technical 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 desired service specification 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 desired output 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.

The specification will not dictate 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.

A.2 Basic Service Requirements

- Payment options will predominantly be fixed fee, however transactional unit payments must be made available to Client Organisations for additional services.

- 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 offering must include and allow for bespoke purchases made in addition to the agreed product portfolio. However this may not account for more than 20% of the total contract value.

A.3 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 NHS.

- 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

A.4 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

A.5 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

A.6 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 on-value adding activities

A.7 Supplier Accreditations and Certifications

The successful supplier will have the following accreditations and certifications (and as amended) as a minimum:

1. ISO9001 Quality Management

2. ISO14001 Environmental Management
3. HSCN Connection Agreement (previously N3 Customer Access Agreement)
4. The Supplier must be certified for their Information System Security management system to IS EN ISO 27001:2013 as a minimum.
5. The Supplier's service offering must be fully compliant with all applicable legislation and any amendments thereto.