

# NATIONAL PUBLIC SECTOR FRAMEWORK

For the provision of **WORKPLACE SUPPLIES**  
and **SERVICES**

REF: ACME 4N75KL (AFRK-74F6TP for Lot 2)



## USER GUIDE

FEATURES AND BENEFITS

**DARTFORD**  
BOROUGH COUNCIL

## Contents

1	Introduction.....	3
2	Framework Summary.....	3
3	Buying from the Framework.....	6
4	Using the Framework - How Do I Buy? .....	6
5	Help Desk.....	7
6	Complaints and Escalation Procedure.....	7
7	Local Contract Management .....	8
8	Any Questions?.....	8
9	APPENDIX A - Supplier Contact Details.....	9
10	APPENDIX B - Optional Framework Order Form.....	10
11	APPENDIX C - Optional Access Agreement.....	11



# 1

## Introduction

Dartford Borough Council (hereafter the Council) is pleased to announce that it has put in place access to an EU compliant framework for a comprehensive suite of workplace supplies and services – The National Public Sector Workplace Supplies and Services Framework contract ref - ACME 4N75KL\* (hereafter the framework). It is a proactive, best value, collaborative framework that is open to all organisations throughout the Public Sector.

Framework Users should note that if they wish to benefit from the excellent services and rates available under this framework (whether the selected supplier is your current supplier or not) they must inform the supplier that they are procuring under the framework, quoting the framework name and reference number.

\* The framework reference number for Lot 2 of this framework is AFRK-74F6TP

# 2

## Framework Summary

The framework represents a best value route to market. Full details of the framework can be found within this guide.

The framework agreement is designed to be a one-stop shop for a Framework Users requirements for workplace supplies and solutions. It has 11 Lots, a One-Stop-Shop Lot under which all supplies and services are available and ten further supplies specific Lots, each addressing a particular aspect of workplace supplies. The 11 Lots are:

- Lot 1 National Public Sector Workplace Supplies and Services One-Stop-Shop**
- Lot 2 Office Stationery and Associated Supplies Requirements\*\***
- Lot 3 IT and Print Consumables**
- Lot 4 Paper Supplies**
- Lot 5 Cleaning and Janitorial Supplies including Paper and Hygiene Products**
- Lot 6 Personal Protective Equipment**
- Lot 7 Furniture – Planning, Supply and Installation**
- Lot 8 Catering Supplies and Equipment**
- Lot 9 Workwear and Related Clothing**
- Lot 10 Office Waste Services**
- Lot 11 Office Equipment**

*\*\* Please note Lot 2 was the subject of a separate retender activity; having been subject to its own tender process it possesses its own unique contract reference. The Lot is however available to Framework Users as an integral part of the suite of workplace supplies and solutions detailed above.*

A description of each Lot and the supplier awarded under each Lot can be found overleaf.

## Lot 1 – National Public Sector Workplace Supplies and Services One-Stop-Shop

This Lot provides a comprehensive range of workplace services and supplies under a One-Stop-Shop arrangement through a single supplier **BANNER GROUP LIMITED**. The Lot provides the following supplies and services:

- Office Stationery and Supplies
  - IT and Print Consumables
  - Paper Supplies
  - Cleaning and Janitorial Supplies including Paper and Hygiene Products
  - Personal Protective Equipment
  - Furniture including office furniture, residential and domestic furniture, library furniture, and classroom and educational furniture.
  - Catering Supplies and Equipment
  - Workwear and Related Clothing
  - Office Waste Services including the collection and disposal of paper, and other waste such as clothing, electronic media, ink cartridges, etc.
  - Office Equipment and Supplies
  - Promotional Products including such items as promotional/personalised stationery, promotional goods, clothing, etc.
  - Personal Care and Medical Consumables
  - Domestic Appliances
  - Customer Specific Products and Services, i.e. products that may require particular specialist sourcing to complement and/or add value to framework users' requirements for workplace supplies and services.
- for recycling, and the secure and safe collection, shredding and disposal/recycling of confidential waste such as paper, CD's, hard drives, and other electronic waste.

## Lot 2 – Office Stationery and Supplies

This Lot provides access to a comprehensive range of Office Stationery and Associated Supplies Requirements through a choice of two suppliers – **BANNER GROUP LIMITED** or **LYRECO UK LIMITED**.

## Lot 3 – IT and Print Consumables

This Lot provides a comprehensive range of office IT and Print Consumables through a single supplier **ACS LIMITED**.

## Lot 4 – Paper Supplies

This Lot provides a comprehensive range of office paper supplies through a single supplier **LYRECO UK LIMITED**.

## Lot 5 – Cleaning and Janitorial Supplies including Paper and Hygiene Products

This Lot provides a comprehensive range of office paper supplies through a single supplier **LYRECO UK LIMITED**.



## Lot 6 – Personal Protective Equipment

This Lot provides a comprehensive range of Personal Protective Equipment through a single supplier **BANNER GROUP LIMITED**.

## Lot 7 – Furniture – Planning, Supply and Installation

This Lot provides a comprehensive range of furniture including, of office furniture, residential and domestic furniture, library furniture, and classroom and educational furniture. The Lot also provides access to planning, design and installation services. The supplies and services are available through a single supplier **KENT COUNTY SUPPLIES**.

## Lot 8 – Catering Supplies and Equipment

This Lot provides a comprehensive range of catering supplies and equipment through a single supplier **BANNER GROUP LIMITED**.

## Lot 9 – Workwear and Related Clothing

This Lot provides a comprehensive range of workwear and related clothing through a single supplier **LYRECO UK LIMITED**.

## Lot 10 – Office Waste Services

This Lot provides a comprehensive range of office waste services through a single supplier **BANNER GROUP LIMITED** including the collection and disposal of paper, and other waste such as clothing, electronic media, ink cartridges, etc. for recycling, and the secure and safe collection, shredding and disposal/recycling of confidential waste such as paper, CD's, hard drives, and other electronic waste.

## Lot 11 – Office Waste Services

This Lot provides a comprehensive range of office equipment through a single supplier **LYRECO UK LIMITED**.

Full details of the supplies and services available under each Lot can be obtained by contacting the individual lot suppliers.



Award of business under the framework for all Lots, with the exception of Lot 2, is via Direct Award. A Framework User direct awards business to a supplier where the business is awarded without the supplier having to engage in a further competitive process to win the contract. Framework Users can therefore review the supplies/services available under each respective Lot, and having confirmed the Lot which best meets their requirements, award business to the appropriate supplier without further competition.

Award of business under the framework for Lot 2 is either via Direct Award (as described above), or via further competition, where the Framework User wishes to seek added value. When engaging in a further competition, both suppliers on Lot 2 must be invited to submit bid proposals but neither is obliged to submit a proposal.

Having identified your requirements and selected the chosen purchase route, i.e. the One-Stop-Shop route or via the supplies specific individual lots – the Framework User should contact the appropriate supplier as follows:

### ACS BUSINESS SUPPLIES LIMITED

Framework users wishing to procure from ACS Business Supplies should contact the ACS framework manager either via email or telephone as detailed below:

**Tom Lowe**

**Business Development Manager**

**Tel No: 01274 550227**

**Mobile: 07714 784804**

**Email: [tom.lowe@acsacs.co.uk](mailto:tom.lowe@acsacs.co.uk)**

Tom will thereafter guide the Framework User through the process of account set up and placement of order.

### BANNER GROUP LIMITED

Engaging with Banner is a very simple process. All Framework Users wishing to procure from Banner under the framework should directly make contact with the Banner Framework Manager Mark Airey. This can be either by email or phone as detailed below:

**Email: [mark.airey@bbanner.co.uk](mailto:mark.airey@bbanner.co.uk)**

**Mobile: 07725 445316**

Mark is supported by Emma Casey, Emma can be contacted on the below details,

**Email: [emma.casey@bbanner.co.uk](mailto:emma.casey@bbanner.co.uk)**

**Mobile: 07841 254092**

Mark or Emma will thereafter guide and assist you through the process of setting up of user accounts under the Framework contract and the process of order placement.

### KENT COUNTY SUPPLIES LIMITED

Framework Users wishing to enquire about Furniture or place an order under Lot 7 should contact Kent County Supplies Furniture:

**Email: [advanceteam@kcs4education.co.uk](mailto:advanceteam@kcs4education.co.uk)**

**Tel: 0808 281 9442**

### LYRECO UK LIMITED

Framework Users wishing to enquire about Office Stationery and Associated Supplies, Paper Supplies, Cleaning and Janitorial Products, Workwear or Office Equipment under Lots 2, 4, 5, 9 or 11 respectively, should contact the Lyreco Framework Manager, Alex Winstanley as follows:

**Email: [alex.winstanley@lyreco.com](mailto:alex.winstanley@lyreco.com)**

**Mobile: 07814 275931**

Framework Users should ensure all order documentation quotes the framework name, reference number and a statement to the effect that the business is contracted under the terms and conditions of this framework. Failure to do this may result in Framework Users not accessing the excellent services and rates available under this framework. This should be undertaken whether the selected supplier is your current supplier or not.

Framework Users can elect to utilise the Optional Framework Order Form detailed within Appendix B if so desired. This can be emailed or posted to your chosen supplier.

Appendix C details the framework Access Agreement. It is not mandatory that Framework Users sign this agreement in order to access the framework, however it is recognised that Framework Users may wish to do so.



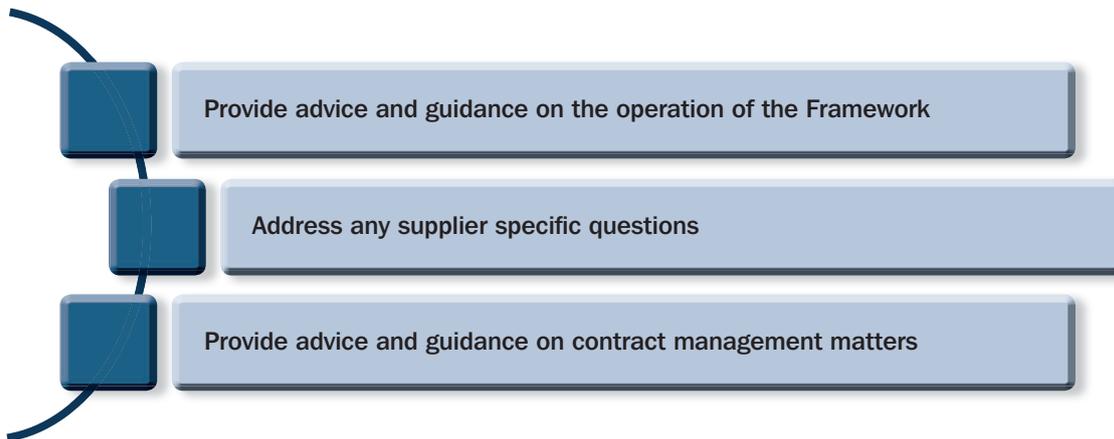
## 5

## Help Desk

The Help Desk exists to assist Framework Users in their use of the framework. Free of charge advice and guidance is available from the Help Desk from 09:00 to 17:00 Monday to Friday excluding Bank Holidays and can be contacted either by phone or email as follows:

**Tel: 07957 883925 or 07966 040564**    **Email: [enquiries@workplacesolutionsframework.org](mailto:enquiries@workplacesolutionsframework.org)**

The friendly Help Desk staff will be on hand to answer your questions and assist you in any way they can. Specifically they can:



## 6

## Complaints and Escalation Procedures

Day to day complaints should be raised in the first instance with your chosen supplier. Where appropriate they may also be raised/escalated to the Help Desk. All complaints raised with the Help Desk will be recorded and the way forward agreed with the Framework User. In the vast majority of cases such complaints will be addressed to the satisfaction of the Framework User within a reasonable period of time (such time will vary depending upon the nature of the complaint). However in the unlikely event that a complaint is not resolved to the satisfaction of the Framework User within a reasonable time, complaints should be escalated as follows:

### Step 1

Should the Help Desk be unable to resolve your complaint please contact the Framework Strategic Contract Manager, Steve Davies via [steve.davies@npg-ltd.com](mailto:steve.davies@npg-ltd.com), t: 07966 040564. In the unlikely event that he is unable to resolve the complaint to your satisfaction, then escalate to Step 2.

### Step 2

Escalation to the Director, Jon Chamberlain. Jon can be contacted by email on [jon.chamberlain@dukefield.co.uk](mailto:jon.chamberlain@dukefield.co.uk), by t: 01204 374170 or m: 07957 888274.

Framework Users are encouraged to put in place their own local contract management regime to ensure acceptable performance of their chosen supplier. The local regime could include Key Performance Indicators (KPIs) specific to contract performance, such as billing conditions, statistics and reports and contract review meetings.

All local requirements must be mutually agreed with your chosen supplier.

The framework support team can provide support and advice in determining SLAs and KPIs appropriate to your specific requirements. Should you require further information, or wish to benefit from this support, please contact the Strategic Contract Manager Steve Davies:

**Email:** [steve.davies@npg-ltd.com](mailto:steve.davies@npg-ltd.com)

**Tel:** 07966 040564

In addition to the arrangements specific to each contract, a comprehensive contract management regime underpins the operation of the framework itself. Suppliers' performance across all contracts let through the framework is continually monitored across all user organisations and issues addressed as they come to light. The framework Strategic Contract Manager will undertake regular contract performance and management review meetings with all suppliers as part of this performance monitoring process.

Framework Users should therefore ensure that the framework Strategic Contract Manager is made aware of any issues of any persistent or unresolved nature so they can be addressed with the appropriate supplier at the appropriate supplier review meeting.

Should you have any questions about the operation of the framework that are not adequately covered by the User Guide, please do not hesitate to contact the Help Desk or email –

**Email:** [enquiries@workplacesolutionsframework.org](mailto:enquiries@workplacesolutionsframework.org)

Full framework information can be found on the framework web site -

[www.workplacesolutionsframework.org](http://www.workplacesolutionsframework.org)



Supplier	Contact	Position	Email	Tel:
ACS Business Supplies	Tom Lowe	Business Development Manager	tom.lowe@acsacs.co.uk	01274 550227 07714 784804
	Martine Box	Sales Director	martine.box@acsacs.co.uk	01274 556074 07525 244554
Banner Group Limited	Mark Airey	National Account Manager	mark.airey@bbanner.co.uk	07725 445316
	Emma Casey	Business Manager	emma.casey@bbanner.co.uk	07841 254092
Kent County Supplies	Adam Lodge	Key Account Manager	adam.lodge@kcs4education.co.uk	0808 281 9442 07753 289545
	Customer Helpline		advanceteam@kcs4education.co.uk	0808 281 9442
Lyreco UK Limited	Alex Winstanley	Strategic Account Manager	alex.winstanley@lyreco.com	07814 275931

# NATIONAL PUBLIC SECTOR FRAMEWORK

For the provision of **WORKPLACE SUPPLIES** and **SERVICES**

## PURCHASE ORDER FORM

PLEASE PROCESS THIS ORDER WITH REFERENCE NUMBER





CONTRACT No ACME 4N75KL (AFRK – 74F6TP for Lot 2)

[ \_\_\_\_\_ ] wishes to order the below mentioned supplies and/or services.

This Purchase Order is for the supplies and/or services detailed below in accordance with the Terms & Conditions of the above framework as agreed between \_\_\_\_\_ (the suppliers) and \_\_\_\_\_ (the framework user)

Item Code	Description	Sum
		£
		£
		£
		£
		£
		£
(Framework Users should append additional sheets detailing services being procured where relevant to do so)		*Total Purchase Price £ excl VAT

Name of Establishment (The Customer) \_\_\_\_\_

Site / Invoice Address

\_\_\_\_\_

Post Code

Contact Name (PRINT) (Mr./Mrs/Miss/Ms/Dr/Rev) \_\_\_\_\_

Tel No: \_\_\_\_\_ Fax No: \_\_\_\_\_

Email: \_\_\_\_\_

Signature (Customer) \_\_\_\_\_ Date: \_\_\_\_\_

Name (Print) \_\_\_\_\_ Position: \_\_\_\_\_

Email: [enquiries@workplacesolutionsframework.org](mailto:enquiries@workplacesolutionsframework.org)

Web: [www.workplacesolutionsframework.org](http://www.workplacesolutionsframework.org)

Tel: 07957 883925

**DARTFORD**  
BOROUGH COUNCIL



## Access Agreement for Utilisation of the National Public Sector Workplace Supplies and Services Framework

This is a confirmation of access to the National Public Sector Workplace Supplies and Services Framework, and an agreement of commitment to use said Framework.

<b>OJEU Reference Number:</b> 2016/S 154-279230 2016/S 223-407205 (for Lot 2)	<b>Contract Number:</b> ACME 4N75KL (AFRK - 74F6TP for Lot 2)
<b>Framework User Contact:</b> <b>Name:</b> <b>Email:</b> <b>Tel:</b>	<b>Supplier Contact:</b> <b>Name:</b> <b>Email:</b> <b>Tel:</b>

Framework Start Date **1st November 2016, 14th February 2017 (or Lot2)**

Length of Framework Agreement: 3 years with the option of a 1 year extension.

This is an agreement to confirm “[enter Framework User name]” has satisfied itself of its eligibility to join the Framework as a **compliant body** nominated in the above referenced OJEU notice. Signature of this form constitutes acceptance of the Framework Agreement Terms and Conditions which are enclosed, thereby creating a binding commitment to the utilisation of a Call-Off Contract from the framework agreement referenced above.

We agree to enter into a Call-Off Contract as from “enter date of commence”

On behalf of the supplier: [enter supplier name]

<b>Contact Name:</b>	
<b>Telephone No:</b>	
<b>Email Address:</b>	
<b>Signature:</b>	
<b>Date:</b>	

On behalf of: [enter Framework User name]

<b>Contact Name:</b>	
<b>Telephone No:</b>	
<b>Email Address:</b>	
<b>Signature:</b>	
<b>Date:</b>	

**A completed copy of this form should be emailed to the contract manager Steve Davies at [steve.davies@npg-ltd.com](mailto:steve.davies@npg-ltd.com)**





[www.workplacesolutionsframework.org](http://www.workplacesolutionsframework.org)

Email: [enquiries@workplacesolutionsframework.org](mailto:enquiries@workplacesolutionsframework.org)

Tel: 07957 883925