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Scottish Procurement

General Stationery and Office Paper Framework for the Scottish Public Sector

Reference SP-14-009

Buyer's Guide

November 2021

Version 13

Contents

1. Buyer's guide introduction

This buyer's guide provides guidance to public sector organisations on accessing and utilising the General Stationery and Office Paper framework.

2. Foreword and acknowledgements

Scottish Procurement aims to deliver benefits to the people of Scotland through improved value for money for taxpayers, improved goods and services for all our citizens and economic opportunities for Scotland. This is achieved through effective collaboration throughout the procurement cycle.

Scottish Procurement would like to acknowledge the ongoing work, support and contribution from sector representatives.

3. Framework introduction

Scottish Procurement has awarded a framework for the supply of general stationery and office paper (framework reference SP-14-009). The framework agreement has been awarded to **Lyreco UK Ltd**.

The framework replaced the previous contract for general stationery and office paper (SP-11-001), supplied by Office Depot UK Ltd. The previous framework ended on 31 May 2016.

3.1. Framework start date and duration

The agreement commenced on 1 June 2016 and will run for a period of four years taking the framework duration up to 31 May 2020. As a consequence of COVID-19 and other unforeseen circumstances, we have extended the current framework. The new framework expiry date is 31 March 2022.

3.2. Access scope

The framework agreement is available to all Scottish public bodies (for example central government, local authorities, health bodies and special health boards, higher and further education, police, fire and rescue) and Scottish third sector bodies (for example registered charities and voluntary organisations).

Note: It is the responsibility of any framework public body organisation wishing to use the framework agreement to satisfy itself that it is eligible to do so. Entitlement guidance on this can be found in Annex A of [Scottish Government Guidance on Framework Agreements](#). If there is any doubt, legal advice should be sought.

3.3. Procurement Reform (Scotland) Act 2014

Buyers are reminded of the obligations contained in the [Procurement Reform (Scotland) Act 2014](#) in relation to the award of contracts valued equal to or greater than £50,000 including those awarded as a result of a framework call-off/mini competition.

In particular, buyers should note that in accordance with Section 23(2) the award of contracts must be publicised on the Public Contracts Scotland website and in accordance with Section 35 contracts must be registered in the contracting authority's "contracts register".

3.4. Framework contract management

Strategic aspects of the framework are managed by Scottish Procurement, who are responsible for regular supplier review meetings covering areas such as pricing, key performance indicators (KPIs), innovation and escalated issues. Framework public bodies are required to manage the day to day operational aspects of their contract with the supplier.

Scottish Procurement is committed to managing, monitoring and developing supplier performance and understanding whether our contracts are delivering and meeting the needs of our customers, and customer feedback is an essential part of the process.

Day to day problems relating to aspects such as orders and invoice payments should be managed by the organisation. However, there may be occasions where an issue should be escalated to Scottish Procurement to resolve.

In addition, Scottish Procurement will operate a framework and supplier review programme. Framework public bodies using the framework will be invited to participate and to complete a balanced scorecard. The balanced scorecards provide framework public bodies with an opportunity to inform Scottish Procurement how the supplier is performing.

The balanced scorecard assesses supplier performance against the key performance indicators of the framework. Framework public bodies will be able to participate and support ongoing supplier performance and continuous improvement through their involvement in quarterly User Intelligence Group (UIG) meetings.

3.5. Key performance indicators (KPIs)

Full KPIs can be found at schedule 1 of the entire agreement document and at **Annex A** of this buyer's guide**.**

3.6. Framework sustainability benefits

As part of the framework agreement, Lyreco has committed to the following environmental, social and fair work benefits:

• all Scottish employees are paid in accordance with the Scottish Living Wage, £8.25 per hour.
• Lyreco has taken on two junior account managers as modern apprentices. In addition, Lyreco have employed 34 staff as a direct result of the framework.

• Lyreco has achieved a zero to landfill status across all the regional distribution centre (RDC) sites in Scotland.
• Lyreco is committed to reducing business travel CO2 by 20% by 2020.
• Lyreco has opened two new RDCs at Newbridge and Dundee.

Using recycled paper offers very good environmental benefits. For example, using the Steinbeis paper that is currently available on the framework, results in the following savings being made during the production of an individual ream of Steinbeis paper:

• Wood Pulp   7.5kg
• Water   107L
• Electricity   19.3kWh
• CO2   1.6kg

Customers may therefore wish to take this into consideration as part of their requirement where appropriate.

4.   Framework pricing

The framework will be based on a cost to serve model with all pricing open book and fully transparent. Pricing can be obtained from Scottish Procurement. The pricing for the framework is fixed for 12 months at a time. Pricing is reviewed by Scottish Procurement and Lyreco every 12 months.

The cost to serve is based upon the collective behaviour of organisations using the framework over the preceding 12 month period. All framework public bodies are charged the same price and if there is a reduction to the 'cost to serve' across the whole framework this will allow product prices across the agreement to be reduced for the next 12 month period. A catalogue refresh will take place each December but this will have no cost implications.

Lyreco's account management team can advise framework public bodies of the opportunities to reduce their cost to serve, and will work with them on an ongoing basis.

All pricing communications will be issued by Scottish Procurement to sector centres of expertise, for onward communication.

4.1   Pricing model

The product selling prices charged to framework public bodies will be made up of three elements: manufacturer product cost (price charged to the supplier to obtain the goods), cost to serve (overhead costs of servicing the framework) and profit element.

4.2   Pricing reviews

Manufacturer product costs and the cost to serve element will be reviewed annually, with new product selling prices to take effect on the anniversary of the framework start date. The profit element is a fixed percentage rate of the manufacturer product price. The cost to serve (overhead costs of servicing the framework) costs used to calculate the revised pricing will be backwards looking, for example, the costs used to

establish pricing for the forthcoming period will be the actual costs in the previous period, rather than a forecast of the expected costs.

5. Overview of general stationery and office paper

The framework agreement provides framework public bodies with the following product groups:

5.1. General stationery

- writing materials
- files, folders and storage for example ring binders, polythene pockets, box files, archival storage
- envelopes
- diaries, planners and calendars
- small desktop furniture (including monitor risers, letter trays and desk tidies)
- small office electrical items (including telephone headsets, batteries, shredders and laminators)
- other stationery items (including staplers, paperclips, adhesives, labels and ink stamps) (please see Annex B for the process to order ink stamps)

5.2. Office paper

- white copier paper
- coloured copier paper

5.3. Orders
- CXML ordering
- punch out
- supplier's secure website
- email, fax and phone

5.4. Minimum order value

No minimum order value has been set at framework level, however, to discourage low value orders, a charge of £5 will be payable by framework public bodies who choose to place an order under £10 in value. The £5 charge will be collected by Lyreco and shall be used to benefit the cost to serve (see pricing model section). Low value orders result in a higher number of deliveries and road miles which is not environmentally friendly.

5.5. Delivery

- scheduled delivery (organisation identifies set days of the week for delivery)
- bulk delivery
- next day delivery
- deliveries will be made by the supplier's own fleet, supported where required by third party carriers
- drivers will be Disclosure Scotland certified

5.6. Payment and invoicing

- CXML invoicing
- electronic invoicing
- Government Procurement Card (GPC)
- consolidated invoicing
- invoicing per delivery

5.7.   Returns

- items returned must be in a condition fit for resale (this does not apply to damaged or faulty items)
- items must be returned within one calendar month of purchase
- returns will be collected on the next scheduled delivery day

5.8.   E-Procurement

- all e-Platforms currently used by the Scottish public sector are supported by the framework
- CXML ordering, punch out and cXML invoicing are available
- non e-Platform customers can access Lyreco's web shop, a secure ordering website

6.   Lyreco contacts

6.1.   Implementation

Any organisation wishing to use the framework must first complete a new account set-up form (found at Annex C) and send to the relevant account manager highlighted at 6.3 below.

Any framework public body, ordering through a punch out site or Lyreco's web shop that requires a restricted list, will need to liaise with the relevant account manager during the implementation process.

6.2.   Ordering

The preferred methods of ordering are via CXML or via Lyreco's online web shop. If you are unable to place orders by either of these methods then please place your order via either:

- orders – uk.scotland.sales@lyreco.com
- queries – uk.scotland.enquiries@lyreco.com
- phone – 0845 723 1220
- fax - 0854 723 1221

6.3.   Account management

Account management provided by Lyreco:

Andrew Coventry, Strategic Account Manager
Email: andrew.coventry@lyreco.com
Mobile: 07766 472680

Frank Mess, Account Manager - Local Authorities
Email: frank.mess@Lyreco.com
Mobile: 07931 755442

Nicola Davies, Account Manager – Central Government and Universities and Colleges
Email: nicola.davies@lyreco.com
Mobile: 07900 922549

Catriona Stickland, Account Manager – Charities and Health West
Email: Catriona.stickland@lyreco.com
Mobile: 07870 721420

Nicola Davies, Account Manager – Other Public Sector and Affordable Housing
Email: Nicola.davies@lyreco.com
Mobile: 07900 922549

7.   **Scottish Procurement contacts**

Darren Russell
Senior Portfolio Specialist
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Martin Mooney
Portfolio Specialist
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Phone: 07827 990261

Information regarding pricing and terms and conditions can now be found on Knowledge Hub.

If you are not registered to access this site and are eligible to use the framework please complete the attached template and send to the Scottish Procurement contact detailed above.

Annex A

Service Levels

Category	Performance measure		Service level	Below target	Warning	On target
Delivery	1	Ordering processes	Ordering systems and processes allow efficient access to required products. (a) 99% of catalogue items available for purchase and not out of stock or otherwise unavailable.	[<97%]	[97%-98.9%]	[99%-100%]
			(b) Ease of use of online and off-line ordering systems – 95% of balanced scorecard responses indicate meeting or exceeding expectations.	[<90%]	[90%-94.9%]	[95%-100%]
	2	Delivery	Goods delivered on time and as ordered. 98% of orders delivered within specified timeframes, in full and no errors.	[<95%]	[95%-97.9%]	[98%-100%]
Service	3	Communication	(a) 90% of telephone calls to be answered within 30 seconds.	[<80%]	[80%-89.9%]	[90%-100%]
			(b) 90% of emails to be responded to within four working hours.	[<80%]	[80%-89.9%]	[90%-100%]
	4	Account management	(a) The account manager works with the framework public body to understand their issues and resolve them quickly: 100% of issues resolved to agreed timescales and outcomes.	[<90%]	[90%-99.9%]	[100%]
			(b) The account manager works with the framework public body to identify or introduce improvements to procedures or delivery: 90% of balanced scorecard responses indicate meeting or exceeding expectations.	[<80%]	[80%-89.9%]	[90%-100%]

	5	Complaints / issues / disputes	(a) 100% compliance with a complaints level of less than 2% of the total number of orders.	[<95%]	[95%-99.9%]	[100%]
			(b) 100% of acknowledgements to complaints received within 4 hours and a meaningful response to complaint within two working days.	[<95%]	[95%-99.9%]	[100%]
			(b) Where the framework public body raises a complaint, issue and/or dispute the contractor must deal with 100% of the issues effectively and efficiently, without requiring it to be escalated.	[<95%]	[95%-99.9%]	[100%]
Quality	6	Quality of products	100% of catalogue products of suitable quality and fit for purpose: number of catalogue products which have attracted customer or Scottish Procurement complaint(s) over quality as a percentage the total number of catalogue products, subtracted from 100%.	[<97%]	[97%-99.9%]	[100%]
	7	Sustainability	Catalogue minimises the environmental and sustainable impact of products and associated packaging; Contractor works with framework public bodies to support their sustainability policies. 90% of balanced scorecard responses indicate meeting or exceeding expectations.	[<80%]	[80%-89.9%]	[90%-100%]
	8	Management information (MI) provision	Management information is 100% accurate and to agreed timescales	[<95%]	[95%-99.9%]	[100%]

Cost	9	Savings	(a) The contractor is able to generate value for money savings for the framework public bodies through securing the best available manufacturer prices and reducing overhead costs. The actual framework savings as a % of spend meets the target savings as set by the authority. (b) 90% of balanced scorecard responses indicate meeting or exceeding expectations.	[<90%] [<80%]	[90%-99.9%] [80%-89.9%]	[100%] [90%-100%]
	10	Added value	The contractor is aware of the framework public body's organisational requirements and provides the most appropriate advice to reduce costs (for example best value product switching, implementing restricted product lists, advice on reducing overhead costs through more efficient buying behaviour). 90% of balanced scorecard responses indicate meeting or exceeding expectations.	[<80%]	[80%-89.9%]	[90%-100%]

Annex B

Process to order bespoke ink stamps

Any framework public body wishing to order stamps should follow the steps below.

1. Complete office stamp order form - this should contain all detail about the ordering organisation (account number, delivery address, name, postcode, order reference number, telephone number and extension if required. The stamp information should be included on the form.

2. The email/fax must contain the product codes from the Scottish Procurement Ecat/webshop/punch out site to ensure pricing of core items.

3. The email must also contain whether this is an enquiry or an order.

4. Where the product is not already listed on the framework, a Lyreco account manager will contact you to provide support to the process of ordering. This must be authorised by an authorised person from the organisations procurement team.

5. Lyreco customer service will by return provide a proof and quotation for the required stamp. On this confirmation a specific code will be provided to allow the customer to order the product via their preferred method of order transmission.

6. To order – enter into your order system. Below the shopping basket is an option for quick ordering form. Please click here and enter the product code provided by stamp team. This should bring up the model etc. It will show as being out of stock (which is normal). Continue to submit your order as normal.

7. The customer should confirm the order with any purchase order.

8. In all instances the confirmation email should be replied to. This provides a double check for Lyreco allowing our team to match the order to the original quotation.

Stamp order form

Annex C

New Account Set-Up Form

New Account Set-Up Form