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Scottish Procurement

Provision of IT Consumables Framework for the Scottish Public Sector

Reference SP-15-016

Buyer's Guide

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1. Buyer's guide introduction

This buyer's guide provides guidance to public sector organisations on accessing and utilising the IT Consumables 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 IT Consumables (framework reference SP-15-016). The framework agreement has been awarded to **Banner Group Ltd.**

The framework has replaced the previous contract for IT Consumables (SP-11-011), supplied by Spectrum Computer Supplies Ltd. The previous framework will end on 31 October 2016.

3.1. Framework start date and duration

The agreement commences on 1 November 2016 and will run for a period of four years taking the framework duration up to 31 October 2020. As a consequence of COVID-19, we have extended the current framework, taking the framework expiry date to 31 March 2023.

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 and 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, Banner Group has committed to the following environmental, social and fair work benefits:

- 100 per cent of inbound packaging is recycled and their partners are encouraged to reduce packaging.
- Banner have recruited 5 employees in Scotland as a direct result of being awarded the framework.
- Banner Group does not utilise zero hours contracts and confirmed that all employees based in their Scottish head office earn more than the Living Wage.

- Banner Group supported the upskilling of their employees with over 100 completing an NVQ qualification.
- The recycling rate of recyclable cartridges purchased in the last 12 months of the IT Consumables Framework, the return rate is 44%. This is ahead of the KPI rate of 40%.

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 Banner Group Ltd 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 October/November as part of the annual review process; it may be that during the 12 month period that further refreshes are required. These will be to cover any changes to the list of products available to you, for example if a new range of printers is released, the consumables for the new range would be added.

Banner Group'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 IT Consumables

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

- inkjet cartridges
- laser cartridges
- data media storage products
- CD/DVD storage

The scope of the framework does not include:

- general stationery
- office equipment (printers, photocopiers)
- IT hardware
- networking items (for example cables, routers)
- audio visual equipment

5.1. Orders

- CXML ordering
- punch out
- Banner Group's secure website
- email, fax and phone

5.2. 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

5.3. Payment and Invoicing

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

5.4. 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

5.5. 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 Banner Group online, a secure ordering website

6. Banner contacts

6.1. Implementation

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

Any framework public body, ordering through a punch out site or Banner Group online 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 Banner Group online. If you are unable to place orders by either of these methods then please place your order via either:

- orders – scotproc@banneruk.com
- queries – scotland@banneruk.com
- phone – 0843 538 3320

6.3. Account management

Leah Mildenhall – Head of Customer Experience and Sales
Email: leah.mildenhall@banneruk.com
Phone: 0843 5383310 Ext. 3083
Mobile: 077643 51822

Jim O'Hara – Sales Manager
Email: jim.ohara@banneruk.com
Mobile: 07969 317472

Dianne Davidson – Sales Office Manager
Email: dianne.davidson@banneruk.com
Phone: 0843 538 3320 Ext. 5851

Angela Henderson – Business Account Manager
Email: scotland@banneruk.com
Phone: 0843 538 3320 Ext. 8533

Karen Gillies – Account Executive
Email: karen.gillies@banneruk.com
Phone: 0843 538 3320 Ext. 5834

7. Scottish Procurement contact

[Darren Russell](#)

Senior Portfolio Specialist

Phone: 0131 244 3645

Email: Darren.russell@gov.scot

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 [registration form](#) and send to the Scottish Procurement contact detailed above.

Service Levels

Category	Performance Measure	Service Level	Below Target	Warning	On Target
Delivery	1	Ordering Processes (a) 99% of catalogue items available for purchase and not out of stock or otherwise unavailable. (b) ease of use of online and offline ordering systems – 95% of balanced scorecard responses indicate meeting or exceeding expectations.	[<97%] [<90%]	[97%-98.9%] [90%-94.9%]	[99%-100%] [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. (b) 90% of emails to be responded to within 4 working hours.	[<80%] [<80%]	[80%-89.9%] [80%-89.9%]	[90%-100%] [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. (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.	[<90%] [<80%]	[90%-99.9%] [80%-89.9%]	[100%] [90%-100%]
	5	Complaints / Issues / (a) 100% compliance with a complaints level of less	[<95%]	[95%-99.9%]	[100%]

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		Disputes	<p>than 2% of the total number of orders.</p> <p>(b) 100% of acknowledgements to complaints received within 4 hours and a meaningful response to complaint within 2 working days.</p> <p>(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.</p>	[<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	<p>Catalogue minimises the environmental and sustainable impact of products and associated packaging;</p> <p>Contractor works with framework public bodies to support their sustainability policies.</p>	[<80%]	[80%-89.9%]	[90%-100%]
			<p>90% of balanced scorecard responses indicate meeting or exceeding expectations.</p> <p>Achieve a recycling rate of 40% (of recyclable cartridges purchased) within the first 6 months of the framework</p>	[<95%]	[95%-97.9%]	[98%-100%]
8	Management Information (MI) Provision	MI is 100% accurate and to agreed timescales	[<95%]	[95%-99.9%]	[100%]	

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Cost	9	Savings	<p>(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.</p> <p>(b) 90% of balanced scorecard responses indicate meeting or exceeding expectations.</p>	[<90%]	[90%-99.9%]	[100%]
	10	Added Value	<p>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). 90% of balanced scorecard responses indicate meeting or exceeding expectations.</p>	[<80%]	[80%-89.9%]	[90%-100%]