

Scottish procurement framework agreement for
the provision of general office supplies

Reference SP-22-021

Framework public bodies buyer's guide

Version 1 – September 2023

Contents

1. Introduction
2. Foreword and acknowledgements
3. Scottish procurement point of contact
4. Framework period
5. Framework overview
6. Framework scope
7. Procurement reform (Scotland) act 2014
8. Framework documentation
9. Framework service provider
10. Ordering procedures
11. eCommerce
12. Framework pricing
13. Minimum order value
14. Ordering
15. Deliveries
16. Lyreco account management details
17. Framework contract management
18. Service levels
19. Framework sustainable benefits

Introduction

This buyer's guide provides guidance to public sector organisations on accessing and utilising the general office supplies framework.

Foreword and acknowledgements

Scottish procurement aims to deliver benefits to the people of Scotland through improved value for money for taxpayers and improved goods and services for all our citizens. We achieve this via effective collaboration with our customers throughout the procurement cycle and by developing strategies that contribute to the Scottish Government's purpose of sustainable economic growth.

Scottish procurement point of contact

Framework management

Darren Russell

Scottish Government, Scottish Procurement, Victoria Quay, Edinburgh, EH6 6QQ

Email: darren.russell@gov.scot

Framework period

The framework agreement commences on 1 July 2023 and will run for a period of four years until 30 June 2027.

Framework overview

The framework agreement provides public sector organisations with the following products groups

- general office stationery
- office paper
- electronic office and media supplies, including ink and toner cartridges
- catering goods and consumables
- janitorial and cleaning goods, hygiene and workplace safety
- small office machines

Framework 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).

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 because of a framework call-off/mini competition.

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."

Framework documentation

A copy of the Framework Agreement which comprises terms and conditions, schedule 1 (specification), schedule 2 (price), schedule 3 (ordering procedures), schedule 4 (management information – roles and responsibilities of contractors and framework public bodies), schedule 5 (Standard Terms of Supply), schedule 7 (contractor sensitive information), schedule 8 (exit management), schedule 10 (approved subcontractors) and schedule 11 (Cyber Security Requirements) can be downloaded from our secure Knowledge Hub site.

Framework public bodies are reminded that schedule 2 (price) contains commercially sensitive information which must not be disclosed to any party outwith your organisation without prior approval from Scottish Procurement.

Framework service provider

Lyreco UK Ltd has been appointed as the sole supplier for this framework.

Ordering procedures

Framework public bodies must agree to operate the framework agreement in accordance with the procedures set out within schedule 3 (ordering procedures) with the framework agreement document.

Any organisation that has not used the previous general stationery and office paper framework, but wishes to use the new framework, must first complete the 'new account set-up form' and return it to wise.scottishgovernment@lyreco.com.

Contact scottishprocurement@gov.scot for a copy of the new account set up form.

eCommerce

All ePlatforms currently used by the Scottish public sector are supported by the framework. cXML ordering, punch-out, and cXML invoicing are available. Any non ePlatform organisations can access Lyreco's web shop, a secure ordering website.

Framework pricing

Pricing for the framework is fixed for 12 months at a time. Pricing is reviewed by Scottish Procurement and Lyreco every 12 months. Outwith this review, a refresh of the catalogue will take place as and when necessary, but these refreshes will have no cost implications. All pricing communications will be issued by Scottish Procurement to sector centres of expertise, for onward communication. All pricing files can be found within the library section of the Scottish Procurement Information Network on the Knowledge Hub.

Minimum order value

A minimum order value of £30 has been set at framework level and no orders below this value will be fulfilled. Low value orders result in a higher number of deliveries and road miles which is not environmentally friendly.

Public sector organisations may wish to implement a higher minimum order value to apply specifically to their organisation. If required, you should discuss with your account manager at Lyreco.

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

Deliveries

There are various delivery requirements available through the framework. these can be described as:

- desktop delivery - the ordered items are delivered by Lyreco to the end-user's desk (this requires Lyreco to enter your building/location and deliver orders within the building)
- standard delivery - Lyreco delivers the order to your reception, back door or other as agreed
- palletised delivery - Lyreco delivers your order(s) in a palletised load
- consolidated delivery – Lyreco, in agreement with you, holds orders placed during a period and then delivers them at an agreed frequency (e.g., once a week/once a fortnight)

Most deliveries will be made within 2 working days. To reduce emissions, next day deliveries will be by exception.

Lyreco account management details

Contact details for account managers are as follows.

Nicola Davies – Framework Manager

Nicola.davies@lyreco.com

Mobile – 07900 922549

Lillian Fletcher – National Account Manager

Lillian.fletcher@lyreco.com

Mobile – 07884 078427

Frank Mess – Key Account Manager

Frank.mess@lyreco.com

Mobile – 07931 755442

Tanya Ziyenge – Corporate Account Manager

Tanya.ziyenge@lyreco.com

Mobile - 07976 908784

Amy Aitchison – Inside Account Manager

Amy.aitchison@lyreco.com

Mobile – 07976 527523

Framework contract management

Scottish Procurement will manage the framework agreement at a strategic, framework level. This incorporates several activities including management of any supplier performance issues, collating management information for the framework, co-ordinating feedback, supplier reviews, user feedback groups and escalations.

Framework public bodies must manage their contract at a local level, and deal with day-to-day issues with a view to resolving these locally in the first instance. Scottish Procurement will act as an escalation point should local resolution prove unsuccessful. Framework public bodies using this framework should request their own management information and hold regular meetings with the supplier, as necessary. Lyreco is aware of the need to supply management information to individual framework public bodies as part of the agreed framework agreement terms and conditions.

Service levels

Service levels are detailed within the framework agreement document and framework public bodies using this framework should familiarise themselves with these.

Framework sustainable benefits

Lyreco has committed to contributing to Scottish Government's sustainable procurement objectives through the following.

Fair work first - Lyreco holds real living wage accreditation and are signatories to the Scottish business pledge.

Environmental - As part of their response to environmental management, Lyreco has committed to the following during the lifetime of the framework:

- prevent the use of single use plastic (SUP) in their supply chain product ranges, packing and business operations
- support the Scottish Governments Zero Waste Plan providing product/packaging recycling services backed up by their zero to landfill status
- deliver the contract in accordance with the Climate Emergency/the revised Climate Change Scotland Act.
- support the Authority's aim for a circular economy and have aligned principles with the "Making Things Last: a circular economy strategy for Scotland."
- by 2025, to be the first company in the workplace industry to develop:
 - full ranges of recycle ready items
 - collection and second life solution for all recycle ready products
 - zero noncircular packaging
 - zero single use plastic items in Lyreco offices

- roll-out 130 new Euro 6 6.1 emissions vans providing; increased fuel efficiency and payload (50kg per van) - reducing the number of deliveries and CO2 emissions
- use Electric Vehicles to cover 2 delivery routes in Edinburgh and will monitor the progression of technology/feasibility to increase Electric Vehicle coverage across Scotland to reduce CO2 emissions

Sustainability

Lyreco will support the Scottish Government's zero waste plan and have committed to "net zero" emissions by 2030 through:

- notify Scottish Procurement when new/improved environmental product switches are available/commercially viable to promote across the framework, offering product trials to test suitability, and impact data on successful switches (e.g., CO2 savings, waste savings, costs savings)
- encourage framework public bodies to make use of Lyreco's free cardboard/toner/battery/15ltr plastic bottle closed loop recycling services
- provide updates to Scottish Procurement on reduction of single use plastic (SUP) in their supply chain product ranges, packing and business operations
- provision of product/packaging recycling services to framework public bodies (e.g., cardboard, batteries, toners, 15ltr plastic bottles) backed up by their zero to landfill status
- commitment to "Net Zero" emissions by 2030 and will work with framework public bodies to reduce emissions through consolidating deliveries and increasing EV (Electric Vehicles) delivery vans in Scotland

Social

Lyreco has committed to work with Scottish Procurement to create relevant and proportionate community benefits in their delivery of the framework. Proposals include:

Apprenticeships:

- recruit 3 modern apprentices in logistics department and offer appropriate support and training to secure, full-time career at Lyreco
- recruit 1 modern apprentice in customer services in their Airdrie call centre
- offer further training and upskilling that supports them into roles within chosen departments

Volunteering in the community:

- offer all Lyreco employees in Scotland 1 full day leave per year (full-time) or half day leave (part-time) to participate, alongside Scottish Government staff, in community-based volunteering schemes/projects
- work with individual framework public bodies to identify specific charities

Young Enterprise Scotland:

- partner with Young Enterprise Scotland, to deliver a work experience scheme
- commit to 4 x 2-week experience programmes for each year of the contract and will work with framework public bodies to identify schools and FE institutions that will benefit from this initiative
- Lyreco in conjunction with Young Enterprise take Young Money and Bridge to Business to schools and further education establishments as part of their Young Enterprise engagement. This will be done as part of an extended agreement to support the roll out to schools of the scheme and create positive engagement with the wider business community in Scotland

Sub-contracting opportunities/supply chain:

- engage with local SME's and social enterprises to provide supply chain opportunities to its requirements
- where specific infrastructure enhancements are required, Lyreco will commit to ensuring that its supply chain for these items will be sourced locally within Scotland and where possible via SME's and supported businesses
- Lyreco will look to extend the recycling services offered to other products. They have identified a social enterprise based in Edinburgh, who they will partner with to provide closed loop recycling services in Scotland

Community benefits delivery will be monitored regularly through framework contract management.