



somewhere to feel at home

Invitation to Tender for the Provision of Stationery and Office Equipment

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Introduction

This document has been produced to provide information regarding the tender for Swan Housing Association Ltd (and its subsidiary companies) stationery and office equipment requirements. This is designed to provide suppliers with sufficient information to produce a tender proposal including pricing, technical and functional capabilities.

The information pack

The information pack is the collection of documents which are provided to potential suppliers. This includes:

- Invitation to Tender
- Pricing Template
- Swans Standard Terms and Conditions

Background

Swan Housing Association was first formed in 1994 and provides high-quality and affordable homes to rent and buy.

Today, we operate in Essex and East London and locally manage over 11,000 homes, with plans in place to deliver a further 10,000 new homes as part of our ambitious ten-year strategy.

At Swan, we are committed to growth and innovation in delivering excellent services. We are one of the UK's leading regeneration housing associations and boast a host of award-winning schemes. Efficient and enterprising, we deliver new, high quality housing across all tenures.

Under NU living, our in-house developer, we are building homes that are environmentally, socially and economically sustainable. Not least among its innovative projects is high quality modular housing built in our own factory under our NU Build brand. This commercial acumen means that generated income produces gift aid to make a real difference to local communities in the provision of affordable homes, care and support.

Swan Housing Association Limited is registered as an exempt charity under the Co-operative and Community Benefit Societies Act 2014 (Registered Number: 28496R) and with the Homes and Communities Agency (Registered Number: L4145).

With a focus on helping the local communities we work in, Swan has gathered a wide variety of customers well beyond the typical “tenants” of a traditional housing association.

Within the Swan Housing Group are the following organisations and subsidiaries:

Swan Housing Association Ltd – (www.swan.org.uk) the central and traditional housing association element of Swan, providing social housing and associated support services to various communities around Essex and London. In addition to social housing, Swan Housing Association also manages some leaseholders (note that these are managed differently to Hera Management Services’ leaseholders). Swan Housing Association’s Unique Reference Number for use on the Government digital marketplace is: 10017590.

Nu Living – (www.NuLiving.co.uk) Under the Nu Living brand we have private customers and prospective customers looking to buy houses and luxury flats ranging from a mixture of tenures. .



Nu Build (www.nubuild.co.uk) – Performs the actual building work as well as construction of our innovative new modular housing offering.

Swan Care and Support (www.swancareandsupport.org.uk) – The Care and Support teams provide nursing, support and in-home care to customers both privately and through contracts with NHS trusts and other organisations. Customers receive regular in-home visits by trained staff to carry out various activities. Swan also provide a service to several NHS trusts to help people no-longer in need of hospital treatment but unable to look after themselves where at-home support is provided. In addition, Swan provide more than 300 Keyworker rooms to three hospitals and their staff on both long and short-term lets. Swan Care and Support also manages three foyers to help young people which includes ongoing and 24/7 rapid response services to support these customers.

Hera Management Services (www.heramanagementservices.co.uk) - Provides building and estate management services covering assets owned by Swan as well as other authorities, organisations and individual landlords.

The Swan Foundation – (www.swanfoundation.org.uk) Obtains donations and grants from individuals, organisations and grant giving entities and seeks to support community initiatives

Instructions to Tenderers

Swan is re-tendering for the provision of its stationery and office equipment for its 28 sites across Essex and East London, further details of which are contained within this document.

This Tender is also simultaneously being advertised on the Governments 'Contracts Finder' website in accordance with the Public Contracts Regulations 2015 requirements. For the purpose of this invitation to tender, all documentation will be available as determined by the Proactis portal information.. Tenders will be evaluated on the basis of the information contained in this invitation to tender:

Information about Swan including our financial statements can be found on Swan's website, www.swan.org.uk

Submitting your response

This is an electronic tendering process utilising the Proactis e-procurement platform, as such tenders can only be submitted through this platform.

Swan reserves the right not to accept all or any tenders.

Note: The tender return date is as determined by the Proactis Portal information Tenders received subsequent to this deadline will be excluded from consideration.

Questions

If you have any questions, please direct these through the Proactis portal.

Questions will be answered as quickly as reasonably possible and a copy of the question and response may be provided to all bidders.

Assessment

Responses will be assessed using a scoring mechanism (see Excel spread sheet 'Stationery ITT Evaluation') for this procurement process.

Weighting will be applied across the following key areas:

- Cost: 60%
- Quality of Service: 40%

Overview & Scope

The key drivers for the award of this contract are:

- Cost and pricing model
- Quality/speed of service
- Provision of consolidated billing
- Quality of billing data
- Availability of an online ordering system

Assessment Section 1 – Cost (Overall Weighting Value 60%)

Basis of Pricing Model

The basis for this contract is to be formed of a hybrid of, a core and non-core items price list and an agreed 'cost plus model of pricing for any items that fall outside of the agreed core and non-core items list. This is required owing to changes in the marketplace, specifically with the emergence of online retailers who operate on a net price model.

This is required as Swan's purchasing patterns do not fall neatly into a core list model with the occasional non-core item, as well as online ordering with transparent pricing now becoming the norm. For example, Swan currently has a core list comprising of circa 100 lines, however in the past 6 months only 60 of those lines have been ordered. To give context, in the last 6 months Swan has ordered 425 different product lines, the vast majority being non-core items.

Provided in the included spreadsheet are details of lines ordered by Swan over the last 6 months. Your tender submission should include pricing for all of these items based upon the quantities shown, but use the first 100 lines as the basis for the core price list.

Weightings for this section:

Core list Items	60%
Non-Core Items	30%
Exceptional Items	10%

Core List Items – Weighting Value – 60%

Items from the first 100 lines on the attached spreadsheet represent our current 'core' items list. The weighting is 60% of total score available for the 'cost' section of the tender evaluation.

No-Core List Items – Weighting Value – 30%

The remaining items on the attached spreadsheet detail those items that fall outside of our core items list. The weighting is 30% of the total score of the 'cost' section of the tender evaluation.

Where branded products (ie Bic, Nobo, Avery) are stated, substitute brands may be used, but only if they match the quality of those items stated (for example; own brand substitutions will not be deemed to be a fair comparator), will not be accepted and will invalidate the tender. Where own branded products are stated, these must adhere to the product specification stated (similarly, failure to adhere to the specification will invalidate the tender).

Bidders are required to submit the attached spreadsheet with all unit prices completed (column D on the 'Pricing Submission' tab)

Note: Failure to price each and every item specified will invalidate the tender as will any qualifications to this tender.

Exceptional Items – Weighting Value – 10%

Items that fall outside of a regular office supplies company's catalogue from retailers such as Amazon will, on occasion need to be procured by the tenderer on behalf of Swan. Tenderers should show any loading, or handling fee as a percentage in any tender response. As an example, over the last twelve months Swan spent £5k on exceptional items, but this value may fluctuate year on year and cannot be guaranteed.

Price Reviews

A price review will be undertaken after the first 24 months of the contract has completed however, this will not exceed the prevailing rate of inflation using the RPI rate recorded as at the previous September.

Any agreed increases cannot be retrospectively applied before the conclusion of month 24 of the contract duration.

Assessment Section 2 - Quality of Service (Overall Weighting Value 40%)

Detailed below are those critical items that will form the assessment for quality of service under this tender submission. Please provide your written response, section by section to those critical items detailed below on how you meet this criteria.

Please note, response to each item should not exceed 1,000 words and contain no more than 6 pages of screenshots/infographics.

Assessment for scoring the quality of service can be found in the attached spread sheet under tab – 'quality of service'.

Online Ordering – 10% of Section

Suppliers are required to have readily available and in use, an online ordering system as a minimum requirement.

Please state that you have an ordering system and that it meets the requirements set out by Swan as per below. You are required to provide and demonstrate your online catalogue that allows for the ordering of all items from a number of authorised Swan users. This catalogue should show the actual price (for both core and non-core items) that will be paid by Swan for each item.

Authorised staff must be set-up to order in a way that allows for the selection of delivery addresses as Swan has multiple offices across Essex and East London (addresses for these are shown in appendix 1).

Your online ordering system should allow for, and will be evaluated on the following (each of the below represents a maximum score of 2.5% to give a maximum overall total of 10%):

- Full catalogue access, showing agreed pricing
- Restrict purchasing to authorised users only
- Allow for the selection of delivery address
- Defined process for the addition/removal of authorised users

If required, Swan may request a demonstration of your online ordering system. You are required however, to enclose details of any such system within your tender submission.

Delivery – 5% of Section

Delivery location of items shall be determined at the point of order, via the online ordering process.

Approximate lead times for the delivery of catalogue items should be included as part of the tender submission.

With our commitment to our impact on the environment all locations, with the exception of Head Office (Pilgrim House) are committed to a delivery once per week. The delivery date for each site is to be fixed in nature and may only be changed with the agreement of Swan authorised personnel. Orders will need to be able to be placed, processed and held till the required delivery date. Suppliers will need to state that they can meet these requirements

Experience – 5% of Section

Please state how you will support Swan throughout the life of the contract, including your account management structure, complaints handling process and escalation procedure.

Swan has achieved success in recent years through a collaborative delivery approach. This entails close working partnerships with our suppliers, seeking solutions and improvements to maximise the potential opportunities. The contract review meeting is the channel to oversee, record, monitor and improve our contracts. Swan intends to have a structured approach to review meetings and frequencies that will be agreed with the successful supplier at the outset of appointment. In essence, please describe your approach to contract review meetings.

Innovation - 5% of Section

Swan is keen to embrace technology and ideas that improves business efficiency. Therefore, bidders are asked to submit any proposals that would aid and improve business efficiency.

Faulty/Damaged Items & Returns Process - 5% of Section

The proposal should detail the process and timeline for how damaged or faulty items are to be dealt with.

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Environmental – 10% of Section

Your proposal should (where possible) include an element of recycled content in relation to some of our most purchased lines. Please ensure you add the recycled content for each line item in column E of the included pricing submission spreadsheet.

Consolidated Billing/Reporting

Monthly billing is to be in the form of a single monthly invoice, with a spreadsheet detailing all items ordered, their cost, quantity and delivery location. A sample of which should be included within your tender.

*This element is a pre-requisite for the award of this contract.

CSR (Not scored)

Swan have a very important set of values which we spend time and effort helping and ensuring both staff and suppliers work by:

- I am innovative
- I want to make a difference
- I am enterprising
- I believe in our social purpose

It is important to Swan that the responders can demonstrate how they would be a good cultural fit working alongside Swan on this project and how they are applied within their proposed solutions. Evidence provided by responders will form part of the scoring mechanism for the assessment of the work.

- Please include details of any CSR activities you carry out regularly as well as policy details, hours and/or money raised or granted over the last 3 years.
- Please include details of innovation activities carried out over the last 3 years. This includes money and time spent on R&D activities, capability enhancement, staff training and policies around ensuring capabilities are always current and aligned with today's political and technological landscape.
- Please detail how long and how much work you do within the housing and NFP sectors your organisation carries out.
- Please provide a copy of your CSR Policy

Policies & Arrangements (Not scored)

Swan Housing Association pride themselves on being BS ISO 9001 and 18001 accredited and would like to continue this level of achievement throughout their service providers.

As part of your tender application, you will be required to provide the documentation as listed below;

Company Insurance

Please provide a copy of your company's insurance policies as stated below

Please note: Our minimum requirements for level of cover is £5m for Employers Liability and £5m for Public Liability.

Governance

Please provide copies of the following documentation:

- Restrictive Practices (include details of the company if involved in restrictive practices under the terms of the Competition Act 1998) – where not applicable please provide a statement to this effect
- Equalities Policy (where a Policy isn't in existence please provide a supporting statement of the company's approach to Equalities and Diversity matters)
- Discrimination (details of any findings of unlawful discrimination by the company in the last 3 years) – where not applicable please provide a statement to this effect
- Modern Slavery Act 2015. If you are a supplier who has an annual turnover greater than £36m then you are required by Law to provide a statement of compliance and a link to your website that demonstrates this. If your annual turnover is less than £36m please provide a statement on letterheaded paper that confirms that your organisation does not support or deal with any business knowingly involved in slavery or human trafficking and that your own business operations are and will continue to remain human trafficking and slavery free
- CSR (where a Policy isn't in existence please provide a supporting statement outlining your approach to Corporate and Social Responsibility)
- General Data Protection (please provide a copy of your data protection policy or a supporting statement.) Please note: the successful bidder will be required to complete a GDPR Agreement before commencement of contract.
- Bribery Act 2010 (compliance with the UK Bribery Act 2010) where not applicable please provide a statement to this effect

COSHH

All substances used should be documented and all COSHH documentation will be available upon request.

Appendix 1 – Delivery Addresses

Pilgrim House
Hight Street
Billericay
Essex
CM12 9XY

Tramway House
3 Tramway Ave
Stratford
E15 4PN

Forest Gate
2-10 Upton Lane
Stratford
E7 9LN

Bow Cross
2A Priestman Point
Rainhill Way
E3 3EY

Exmouth
39 Cornwood Drive
London
E1 0PW

Blackwall Reach
9 Webber Path
London
E14 0FZ

The Reach Community Centre
11 Oliphant Street
London
E14 0FZ

Colbea Business Centre
1 George Williams Way
Suite 27
Colchester
CO1 2JS

Colchester NHS
Flat 1, Gasgoine House
Charter Way
Colchester
CO4 5JL

Oldchurch NHS
The Accommodation Office
Carrock Court
Union Road
Romford
RM7 0GP

Broomfield NHS
2 Hazel House
Woodhouse Lane
Chelmsford
Essex
CM1 7TH

The Cannons
Layer Road
Colchester
Essex
CO2 7HZ

The Paragon Marketing Suite
39 Ilford Hill
Ilford
Essex
IG1 2LL

Blackwall Reach Marketing Suite
1A Prestage Way
Blackwall
E14 9QE

Barking 360 Marketing Suite
Cambridge Road
Barking
IG11

Beechwood Marketing Suite
The Fryth/ Beeleigh East
Basildon
Essex
SS14 2RR

The Beach Community Centre
8 Austen Road
Beechwood
Basildon
Essex
SS14 3RZ

Swan House Foyers
South View Road
Vange
Basildon
Essex SS16 4GB

Dove Cott House
1 Dovecott House
Mellow Purges End
Laindon
Essex
SS15 5AX

Heather Court
31 Station Road
Romford
Rm3 0BP

NU Build Basildon Factory
Honywood Road
Basildon
SS14 3TS

NU Living Project Office
Laindon
Off Danacre
Essex
SS15 5TE

Boyescroft House
White Street
Dunmow
Essex CM6 1BD

Oakroyd House
Oakroyd Ave
Great Dunmow
Essex
CM5 1HQ

Brackendale Court
Pitsea
Essex
SS13 3JR