

**REQUEST FOR SUPPLY (RfS)**

**<Project Name><Lot ID>**

**Appendix 1: Specification**

**Tender submission deadline –<DATE> 2017 1200PM (noon)**

### Introduction

Great Places Housing Group (GPHG) is seeking to appoint suitably qualified Supplier(s) to supply and deliver xxx materials such as; xxx to its Distribution Centre.

### Requirements

The Contract will include the supply and delivery of materials to the following address each time an order is raised:

Unit 2, Europa Way, First Avenue, Trafford Park, Manchester M17 1JZ

From time to time GPHG may require the delivery of materials to an alternative address and this will be provided in writing at the point of order.

All materials available to GPHG for purchase from the successful Supplier(s) will be at the level of minimum performance required to be fulfilled before such materials can be placed on the EU AND conform to relevant British standards.

The successful Supplier(s) will ensure that all goods have a minimum 12 months warranty. Any manufacturer’s warranty that exceeds this period will still stand and be assigned to GPHG.

As per UK Law Supplier(s) of chemicals must provide an up to date safety data sheet if a substance is dangerous for supply.

The successful Supplier will ensure that they are available to place orders with during the office hours below unless otherwise agreed in writing with GPHG:

* Mon – Fri 7am - 5pm

The successful supplier is not expected to be available on a Saturday, Sunday or public holiday unless agreed in writing with GPHG.

Delivery lead times must be no longer than 24 hours from the point of order unless agreed in writing with GPHG.

Materials provided must be the same brand (or similar approved by GPHG) as stipulated within Appendix 2: Pricing Schedule for ease of ongoing support and maintenance. Please note GPHG are open to other more cost effective options as long as they perform to the equivalent standard.

**Stock Right Now**

GPHG uses Stock Right Now (SRN) a Smarta 2012 best innovative business award winning Stock Management System which delivers end to end stock management from request to replenishment and invoicing. SRN currently consists of a mobile stock app used by operatives in the field to record materials/equipment used on jobs in real time. These orders are then sent through to the stock management system, which processes the orders.

SRN manages orders, suppliers, warehouses, stock, stock-taking, booking goods in, returns and credits, purchase orders, invoices, van stocks, deliveries, dispatch, reorders, performance measures and reporting.

SRN has been designed for use in a rapid response delivery model, within Social Housing. It is designed to provide the right product at the right time for the operative and distribution centre and maximise first time, first visit fix for the customer.

**Volumes**

Please note all volumes provided are based on the previous 12 months usage however is not guaranteed for future volumes. Further detail is provided in Appendix 2: Pricing Schedule.

**SLAs**

To ensure successful delivery of the Contract, GPHG will have Supplier(s) performance measured against the following SLAs:

* Order On Time
* Order In Full
* Invoice Accuracy
* Order Accuracy (no errors)
* Supplier Responsiveness