**CWC24008 – Supply and Delivery of Paper – Specification**

**Introduction**

City of Wolverhampton Council (CWC) currently has a requirement for a company to supply a range of copier paper and specialist paper as set out within this specification. The requirement will be a 4-year requirement starting from the 25th June 2024 – 24th June 2028 with the option to extend for a further 1 – year or as otherwise agreed.

**Requirements**

**Table of Requirements:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Paper Type | Colour | Size | GSM | Estimated Quantity Per Annum (based on previous years) |
| Copier | White | A4 | 75 | 14,400,000 |
| Copier | White | A3 | 75 | 645,000 |

The above table is subject to change and the requirements set out could fluctuate. The volumes are based on historical figures and just an estimation. Actual volumes could fluctuate up or down. There may be a requirement for small quantities of Colour or Off-white paper, to be quoted for as and when required.

**Ordering**

CWC can have urgent orders come in for events/operations throughout the City therefore requires the Supplier to allow and accept orders up until 6pm in order for next day delivery, an order acknowledgement must be sent to the given email address every time a Purchase Order (PO) is raised, showing the items ordered and the value of the PO. No minimum order values shall apply, however CWC will try, when possible, to combine orders.

Due to the urgency, and sometimes short notice, of some orders the Supplier must be contactable between the hours of 7:00am to 6:00pm each working day and must be able to facilitate special out of hours deliveries as and when required.

Should CWC order very large quantities of paper at one time, the Supplier should review this and see if a discount can be applied, threshold to be agreed between the CWC representative and the Supplier representative.

**Deliveries**

All deliveries must be delivered by the Supplier’s own transport to ***City of Wolverhampton Council - Loading Bay, Paternoster Row, Off Red Lion Street, Wolverhampton, WV1 1RR*,** however, the Supplier must be able to deliver to other Council sites throughout Wolverhampton in suitable vehicles as and when required. Site restrictions are to be determined at the time of the order being placed.

Due to the loading bay restrictions within the Civic Centre all deliveries must be made between the hours of 8:00am and 12 noon on the due date. Any deliveries made after 12 noon will not be received due to the loading bay being closed. Should any deliveries be denied or un-delivered for any reason then the Supplier must notify the CWC representative whilst the driver is still present at the Civic Centre to try and rectify the issue.

The Supplier must have their own tail lift truck for palletised and shrink-wrapped paper to be transported onto loading bay lift, deliveries must be offloaded into the loading bay by the Supplier. The Supplier’s vehicle needs to be a maximum height of 3.2 meters due to height restrictions in the loading bay. Any vehicle exceeding these limits that is unable to safely off-load its delivery to the Councils satisfaction will be rejected and the Supplier must make alternative arrangements to complete a same day delivery at no additional cost to the Council.

All deliveries made must be accompanied by a signed delivery note stating the full description and PO number. CWC are willing to take part supply of orders as long as the full amount ordered is delivered by the date originally agreed, however the Supplier must agree part deliveries with the CWC representative with at least 24 hours’ written notice to the delivery due to timescales for jobs. CWC reserves the right to order elsewhere should an order not be fulfilled in full by the contracted Supplier. In the case of the paper ordered by CWC not being available the Supplier should notify the CWC representative immediately with a proposed alternative.

All papers must be supplied ream wrapped and **not** bulk wrapped, unless requested by the CWC representative.

**Operations/Contract Management**

CWC expects the provider to allocate one account manager only to liaise with the CWC representative regarding any issues and general enquiries. Should the allocated account manager be unavailable for any length of times CWC should be informed at least 24 hours before, who to contact in the meantime. It is expected that the Supplier’s representative should be able to engage face-to-face with the CWC at least once a month and be available ad-hoc in case of an emergency. The account manager should supply a complaints/escalation process stating a timeline from start to resolution.

A representative of the Supplier should be contactable up until 6pm, in case of any issues, at no additional cost to CWC.

The Supplier must have the option available to Carbon Capture products as this may be something the organisation may want to invest in going forward.

The Supplier must notify of any reasonable price increases in written format to be received at least 30 days before the increase should take place with a justification of the increase, this needs to be evidenced by the supplier and only implemented upon agreement of both parties.

The Supplier must keep CWC updated on new products and how these products could help develop the service, a representative from the company must be able to provide visits/training days showcasing processes and new products. CWC should be offered the chance to trial new products. The Supplier must also be able to provide paper samples, free of charge, of new products when requested.

**Key Performance Indicators (KPI’s)**

As set out in Schedule 3 – Key Performance Indicators (KPIs)

**Reporting**

As set out in the specification CWC require a monthly face-to-face (preferred) or a Microsoft Teams meeting with the account manager. It is expected that the account manager should provide a report outlining the following requirements:

* Core/Non-Core split presented as a % and a value.
* Number of orders Completed and Outstanding
* Total Spend
* Issue Log
* Number of missed deliveries
* Number of rejected deliveries by CWC due to faulty goods
* Number of part deliveries

**Invoicing**

All invoices sent to CWC should detail the following:

* Account number
* Invoice address
* Delivery address
* PO
* Order number
* Delivery/Tax date
* Order quantity
* Price
* Product description including size and gsm/micron