



Value delivered

Business Solutions Framework



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Value delivered

Business Solutions Framework

Key facts:

Framework term:

1 July 25 - 30 June 29

Duration:

4 years

Total lots:

10

Total number of suppliers:

14

Framework Access:

Direct award or mini competition

Estimated total value excluding VAT:

£137.5m

Procurement procedure:

Open procedure under the PCR 2015 regulations

Quality/price split:

60% quality / 40% price split for all lots except for lot 10 which is a 70% quality / 30% price split

Main CPV Code:

30000000

Contract notice reference number:

2024/S 000-038989

Background

The Business Solutions Framework has been designed to streamline and simplify the procurement of key business and operational services for our members. This new, consolidated framework brings together three previously separate frameworks: Janitorial, Workwear & PPE (2022), Office & Business Solutions (2021), and Print & Digital Communication Solutions (2021) into a single, comprehensive solution.

The decision to merge these agreements follows extensive engagement with members and a review of historical spend exceeding £12 million across the three frameworks. This integrated approach not only reflects changing market needs but also enables more efficient supplier management, greater value for money, and improved access to a broader range of services under one roof.

Inside our framework

Our **Business Solutions Framework** offers a flexible, fully compliant route to procure a wide range of essential goods and services - consolidating office supplies, janitorial products, print, Personal Protective Equipment (PPE), and workplace solutions into one easy-to-access agreement.

Built on insights from over 400 members and three previous iterations, this updated framework reflects our members' operational needs and market trends. Structured across **ten specialist lots**, it covers everything from office furniture and digital transformation to tail spend and sustainable procurement.

With an estimated value exceeding **£130 million**, the framework supports both **direct awards** and **mini competitions**, giving members the flexibility to align procurement with their internal policies and budgetary goals.

All suppliers have been rigorously vetted for quality, compliance, service delivery, and social value. Members benefit from national, regional, and local delivery options, supported by our in-house procurement experts who provide ongoing advice, tendering support, contract management, and spend analytics.

Open to our members across **England, Scotland, Wales, and Northern Ireland**, this framework is designed to drive efficiency, ensure compliance, and deliver measurable savings across everyday business essentials.

Who can access this framework

This framework is available for use nationally by any contracting authority within the United Kingdom.



How we manage your contract

Our team is on hand to support you throughout the procurement process either acting as an extension of your internal procurement process or as a fully outsourced solution dependent upon your requirements, providing hands-on category expertise and support to aid the delivery of an optimal contract environment.

We will manage the tender process with you right through to contract award to ensure you get the most competitive pricing and best service delivery from our suppliers based on your specific needs.

Our bespoke platform and data rich environment enable us to interrogate contracts to give you the tools to drive value through the life of the agreement, tackle non-compliance, undertake trend analysis and standardise product ranges to improve the bottom line.

Why use this Framework

Here's what members value about our Business Solutions Framework:



Expert guidance every step of the way:

Members are well-supported throughout the process and throughout the contract lifecycle, with knowledgeable advisors who make procurement feel manageable and reassuring.



Access to trusted suppliers:

Members benefit from a pre-qualified network of accredited and experienced suppliers across ten diverse categories, giving confidence in quality and delivery.



Fast, flexible procurement:

This framework offers streamlined access to a wide range of categories, including office supplies, janitorial products, PPE, print, and digital communications - through a single, compliant route. The process is designed to be quick, efficient, and easy to navigate, even when working to tight deadlines or urgent requirements. With flexible call-off options, including both direct award and mini competition, you can tailor procurement to suit your timelines, policies, and operational needs.



Personalised, proactive support:

Members value the attentiveness and responsiveness of the team, who tailor their approach and stay engaged from start to finish.



Compliance and assurance:

The framework is aligned with public sector regulations and standards for health, safety, and sustainability, helping you stay audit-ready and risk-aware



National reach, local relevance:

The framework supports national, regional, and local delivery, helping members meet operational needs wherever they are.



Added-value services and spend visibility:

Members value the support tools and analytics via our platform Quantum, helping to track performance, manage contracts, and demonstrate value for money.

The framework tender and evaluation process

This framework was procured through a fully compliant, competitive tender process in line with the Public Contracts Regulations 2015. The contract notice had 75 registered interested parties, resulting in 21 submissions. 15 suppliers were successfully awarded a place on the framework. All tender documents were advertised via the Find a Tender Service (FTS) & Public Contracts Scotland portals and the contract notice was published on Wednesday 4 December 2024.

As part of the tender strategy, we undertook in-depth pre-market engagement with trading and non-trading members and suppliers, to ensure we captured all requirements. The entire process was managed via the MyTenders portal, ensuring transparency, equal treatment, and a full audit trail. All documentation was accessed and submitted electronically, and all supplier communications and clarifications were handled exclusively through the portal.

The tender was evaluated in two stages: the selection stage, which assessed eligibility, technical, and professional capacity; and the award stage, which focused on evaluating quality and commercial criteria relevant to each lot.

A strong market response was received, with 21 suppliers submitting tenders. Of these, 20 met the required standards at the selection stage, successfully demonstrating appropriate levels of accreditation, experience, insurance, and financial standing.

The evaluation of the tender focused on both quality and price. Lots 1 to 9 were assessed using a 60:40 quality-to-price ratio, while lot 10 placed a higher emphasis on quality with a 70:30 split and a minimum quality threshold to ensure high standards. The quality element explored key areas such as service delivery, innovation, digital capability, sustainability, supply chain management, and social value. Suppliers were expected to demonstrate not only their ability to meet the framework requirements but also their commitment to delivering added value and supporting members' evolving needs.

Pricing submissions were evaluated for competitiveness, transparency, and the ability to provide measurable savings across a wide range of business solutions. Clarification was sought where responses required further detail or consistency, though this did not allow for renegotiation. All relevant clarifications were shared with all participating suppliers unless marked confidential, and even then, only maintained as such where this did not compromise fairness.

We maintained a rigorous and structured approach throughout, issuing timely updates and ensuring any amendments to the tender documents were communicated in line with procurement rules. This diligent process has resulted in a framework that not only meets the diverse needs of our members but also upholds the highest standards of quality, compliance, and commercial value.



The lot structure

The framework is made up of ten lots for the provision of goods and services required to facilitate solutions under the Business Solutions and Supply Management Framework.

Lot 1

Office and business solutions

Five high-quality suppliers have been awarded to lot 1, each committed to delivering reliable and comprehensive services across the UK for the duration of the framework.

This lot provides a wide range of essential office and business solutions to support daily operations and health and safety requirements. It operates on a core basket of goods, with the flexibility to identify products offering best value, sustainability, and a mix of branded and own-brand options.

The scope includes general office stationery, business machines, paper, labels, filing and storage, personal protective equipment (PPE), hygiene supplies, and associated services such as shredding and recycling.

Lot 2

Office and business solutions-smart savings

Two top valued suppliers have been awarded to this lot; each committed to delivering consistent value and service nationwide.

Lot 2 operates on a core basket of goods, with a minimum savings percentage specified in the supplier's bid. Within 30 days of the contract start date, members receive a tailored Smart Savings Plan. This plan outlines how the supplier will achieve the agreed savings by the first anniversary of the call-off contract.

Progress is tracked monthly to ensure transparency and accountability. The scope of this lot includes general office stationery, business machines, paper, labels, filing and storage, PPE, hygiene supplies, and associated services such as shredding and recycling.

Lot 3

Print mailing and digital communications

Five high valued suppliers have been appointed to lot 3, providing members with access to a comprehensive range of print and digital communication services across the UK. These suppliers are committed to delivering consistent, high-quality solutions tailored to members' needs.

Services available through this lot include end-to-end print management, document management, scanning, physical and digital document storage, fulfilment, postage, and distribution. Members can also procure printed documents and marketing materials, with support for ad hoc print requests, hybrid mail, desktop mailing, inbound mail handling, stock management, and online ordering.

Additionally, suppliers offer a wide range of signage capabilities using various materials. This includes, but is not limited to, vehicle livery, external signage, and site boarding.

Lot 4

Print devices and associated services

We have awarded four successful suppliers to lot 4, giving members access to a comprehensive range of print devices - from domestic desktop printers to high-specification, multifunctional commercial machines.

In addition to supplying devices, these suppliers offer a full suite of optional services, ranging from standard managed print solutions to complete digital transformation support. This lot delivers a comprehensive approach to managing printing needs, helping members achieve cost efficiencies and improved productivity.

Lot 5

Office and business furniture

Five successful suppliers have been awarded to lot 5, offering a comprehensive range of office and business furniture designed to meet the diverse needs of modern work environments.

The scope includes desks, chairs, storage solutions, and meeting furniture - providing high-quality, flexible, and visually appealing options tailored for the public sector. Additional services such as space planning, installation, reconfiguration, and maintenance are also available through the framework.

Lot 6

Digital transformation

Lot 6 provides members with access to comprehensive digital transformation solutions, designed to modernise operations, improve efficiency, and enhance data security.

Three successful suppliers have been awarded to this lot. The scope includes secure digital document management systems with advanced features such as search, indexing, and compliance support. Workflow automation tools are also available to streamline routine processes like invoicing and onboarding.

Additionally, this lot supports IT infrastructure modernisation, offering secure cloud-based or hybrid storage solutions, data backup, and robust network security.

Lot 7

Total print solution

Lot 7 offers a comprehensive solution for managing all aspects of printing by combining print services, devices, and support into a single, streamlined contract. This integrated approach simplifies procurement and administration, helping members reduce costs and operational workload.

Two high quality suppliers have been awarded to this lot, covering a wide range of printing needs - from standard materials to specialised requirements - and includes full device management. Appointed suppliers provide end-to-end service delivery across the UK, ensuring consistent support and performance.



Lot 8**Workwear and Personal Protective Equipment (PPE) including specialist hazards**

Five successful suppliers have been awarded to lot 8, offering a comprehensive range of workwear and PPE solutions tailored to meet the diverse needs of public sector industries.

The scope includes standard workwear, customisable uniforms, and PPE ranging from basic kits to advanced protection for high-risk environments. Specialist garments such as flame- and chemical-resistant clothing, thermal wear, and electrical protection are also available.

In addition to products, lot 8 offers essential services including training and inspection programmes to ensure proper use and maintenance of PPE. Members can also benefit from customised delivery and collection services, an online portal for personalised ordering, and stock management solutions to streamline logistics and inventory control.

This integrated approach simplifies procurement, promotes safety, ensures compliance with industry standards, and provides expert guidance where needed.

Lot 9**Janitorial supplies**

Three successful suppliers have been awarded to lot 9, providing a comprehensive range of janitorial supplies and services to meet the full spectrum of cleaning and hygiene needs for PfH members. All suppliers are committed to providing comprehensive and dependable service delivery across the UK.

The scope includes disposable and reusable cloths, wipes, paper products, floor care chemicals, kitchen and bathroom cleaning solutions, disinfectants, spill kits, air fresheners, and first aid kits. It also covers cleaning tools and equipment such as mops, brushes, buckets, and trolleys, along with personal protective items like gloves and aprons.

In addition to products, lot 9 offers flexible delivery options, stock management solutions, and training sessions to ensure safe and effective use of supplies. This lot supports public sector environments by maintaining high standards of cleanliness and hygiene, ensuring regulatory compliance, and delivering reliable, flexible solutions tailored to members' needs.

Lot 10**Tail spend solution**

One successful supplier has been awarded on this lot which helps organisations manage small, infrequent purchases - often referred to as "tail spend" - across categories such as office supplies, janitorial products, and printing services.

By focusing on tail spend, this lot unlocks hidden savings, reduces administrative burdens, and improves procurement control. The solution aims to reduce costs through streamlined processes, better supplier terms, and automation, saving time and resources while enhancing procurement efficiency.



Suppliers

Rank	Lot 1 Office and business solutions	Lot 2 Office and business solutions - smart savings	Lot 3 Print mailing and digital solutions	Lot 4 Print devices and associated services	Lot 5 Office and business furniture
1	Paragon Customer Communications	Banner Group Ltd	Integrity Print Ltd	Toshiba TEC UK Imaging Systems Ltd	Banner Group Ltd
2	Bates Office Services Ltd	Lyreco Uk Ltd	Continuous Dataprint (UK) Ltd	Harlow Printing Ltd T/A Harlow Solutions	Bates Office Services Ltd
3	Banner Group Ltd		PSL Print Management Ltd	SPS UK & I Ltd	Lyreco Uk Ltd
4	Lyreco Uk Ltd		Banner Group Ltd	Thomas Stoner Supplies Ltd	Paragon Customer Communications (London) Ltd
5	Thomas Stoner Ltd		Steffco Ltd T/A Resource		Thomas Stoner Supplies Ltd

Rank	Lot 6 Digital transformation	Lot 7 Total print solution	Lot 8 Workwear and Personal Protective Equipment (PPE) including specialist hazards	Lot 9 Janitorial supplies	Lot 10 Tail spend solution
1	Integrity Print Ltd	Harlow Printing Ltd T/A Harlow Solutions	Protective Wear Supplies Ltd	Lyreco Uk Ltd	Banner Group Ltd
2	Toshiba TEC UK Imaging Systems Ltd	SPS UK & I Ltd	Lyreco Uk Ltd	Banner Group Ltd	
3	Harlow Printing Ltd T/A Harlow Solutions		Bates Office Services Ltd	Paragon Customer Communications (London) Ltd	
4			Banner Group Ltd		
5			Bunzl UK Ltd t/a Greenham		

Supplier contact details

Company name	HQ address	Website	Email	Telephone	Lots
Thomas Stoner Supplies Ltd	50-54 Oswald Road, Scunthorpe, North Lincolnshire, DN15 7PQ	www.thomasstoner.co.uk	sales@thomasstoner.co.uk	03300300600	1, 4, 5
Steffco Ltd T/A Resource	78 Armley Road, Armley, Leeds, West Yorkshire, LS12 2EJ	https://www.wearereresource.co.uk	pgt@wearereresource.co.uk	01132005001	3
Paragon Customer Communications (London) Ltd	Park House, 16-18 Finsbury Circus, City of London, London EC2M 7EB	https://uk.paragon.world/	public.tenders@officedepot.co.uk	07866129396	1, 5, 9
Protective Wear Supplies Ltd	10 Darklake View, Estover, Plymouth, PL6 7TL	www.protectivewearuk.com	bids@protectivewearuk.com	01752266374	8
Harlow Printing Ltd T/A Harlow Solutions	Maxwell Street, South Shields, Tyne & Wear, NE33 4PU	https://harlowsolutions.co.uk/	bidteam@harlowprinting.co.uk	01914554286	4, 6, 7
Integrity Print Ltd	First Avenue, Westfield Trading Estate, Midsomer Norton, Bath, Avon, BA3 4BS	https://www.integrity-print.com/	richard.smith@integrity-connect.co.uk	01923274670	3, 6
Continuous Dataprint (UK) Ltd	72-84 Rose Lane, Mossley Hill, Liverpool, L18 8EE	www.cdp.co.uk	tenders@cdp.co.uk	01517247000	3
SPS UK & I Ltd	SPS, Oriel House, 26 The Quadrant, Richmond, TW9 1DL	www.spsglobal.com	bid.team@spsglobal.com	08453013708	4, 7
Lyreco UK Ltd	Unit 5, Deer Park Court, Donnington Wood, Telford, Shropshire, TF2 7NB	www.whylyreco.com	nicola.davies@lyreco.com	07900922549	1, 2, 5, 8, 9
Bates Office Services Ltd	Unit A1-A4 Knights Park Industrial Estate, Rochester, Kent ME2 2LS	www.batesoffice.co.uk	tenders@batesoffice.co.uk	01322550167	1, 5, 8
Toshiba TEC UK Imaging Systems Ltd.	Abbey Cloisters, Abbey Green, Chertsey, Surrey, KT16 8RB	www.toshibatec.co.uk	bid.team@toshibatec.co.uk	02078405320	4, 6
Bunzl UK Ltd t/a Greenham	Greenham House, 671 London Road, Isleworth, Middlesex, TW7 4EX	www.greenham.com	jason.malt@greenham.com	07976345377	8
Banner Group Ltd	1st Floor 1 Europa Drive Sheffield S9 1XT	www.banneruk.com	James.Spencer@banneruk.com	08448476706	1, 2, 3, 5, 8, 9, 10
PSL Print Management Ltd	Units A59-60 Red Scar Business Park, Longridge Road, Preston, Lancashire PR2 5ND	www.pslprint.co.uk	tenders@pslprint.co.uk	01772704515	3

How to access the framework



Step 1

Contact us to discuss the framework and your requirements.



Step 2

Establish whether the framework is suitable for your specific requirements.

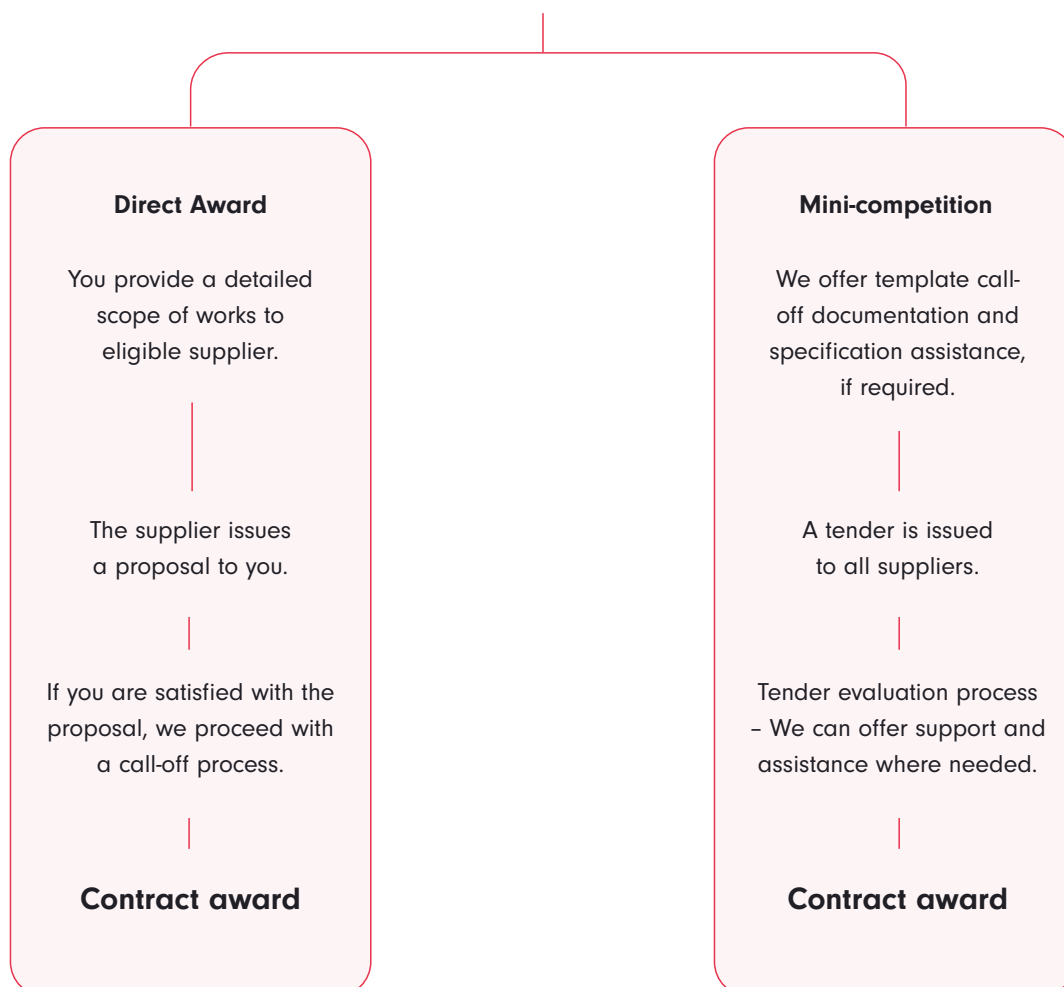


Step 3

If you're not one of our Members simply fill in your details [here](#).

Once you are a member

Once a Member, we will work with you to establish the best procurement options for you, either direct award or mini-competition.



Unlocking even more value!

Additional products and services to stretch your spend even further



Telecoms, Digital Inclusion and IOT Framework

Our appointed suppliers provide a comprehensive suite of services designed to enhance connectivity, support digital inclusion, and drive technological innovation. This framework encompasses a range of solutions, from networking and security to unified communications, mobile services, and IoT applications, all aimed at improving operational efficiency and resident engagement. All suppliers are accredited and experienced in delivering robust, secure, and scalable telecoms solutions to meet the diverse needs of public sector organisations. This framework supports digital transformation, improves connectivity, and helps members enhance communication efficiency across multiple sites and remote working environments. value creation.



Quantum

A single platform that manages your spend and supplier relationships, providing control, transparency, and actionable insight to capture value through the lifetime of all your contracts. With Pfh's innovative cloud-based Quantum technology, your finance, procurement, and operational teams can combat value leakage with enhanced transparency and visibility across your entire contracts. Together, we keep your organisation one step ahead.



Consultancy Services

Our comprehensive range of Consultancy Services is designed to transform your procurement processes and drive value for your organisation. Our services include everything from Tender Management, Spend and Cost Insights, and Supply Chain Optimisation to Procurement Maturity Assessment, Toolkits and Training, as well as Procurement Reform Readiness Assessment. We tailor our approach to meet the unique needs of each customer, ensuring alignment with organisational objectives, improved operational efficiency, and enhanced value creation.

Who we are

20
+

Years supporting social housing
sector organisations

30
+

Framework and DPS solutions at your
fingertips for quick, reliable, compliant,
and cost-efficient procurement

1100
+

Brilliant members



A team of talented, experienced
and qualified category-specific,
procurement professionals, here for
all your procurement needs; including
expert advice and analysis



Access to a compliant pool of quality
suppliers, ranging from national
suppliers to local SMEs and
social enterprises



Unmatched procurement technology
platform, Quantum – your gateway to
greater control, visibility, and insight



Why work with us

Working with PfH on your next project gives you access to the following benefits:

£32m cost savings

Keep the cost of completing your project within your budget with our procurement consultancy services and compliance solutions that give access to a ready pool of suppliers, manufacturers and contractors. We've made over £32m direct savings for our members in 2024.

Great value

Get the most from your budget with our advanced contract and spend management technology and rigorous and collaborative approach to finding suitable suppliers for your needs.

Improved efficiency

No matter how complex your projects are, you can outsource your procurement and purchasing management needs to us, and we will ensure efficiency and quality of service.

Give back: £2m social value

Support your mission to give back to the community through our compliance solutions that track social value. We have created £2m of tangible value that has positively impacted people's lives in 2024 alone.

Saved time and cost

Simplify your invoicing process and free up valuable time for more critical tasks. We have saved 20,000+ working days and £1.7m+ in administration costs by providing consolidated billing to our clients since 2019.

Rapid results

Start work on your project without the long wait with our vetted network of suppliers, manufacturers and contractors, who are ready to meet your programme goals and are easily accessible via direct awards or mini competitions.

Peace of mind

Skip the stress by staying compliant and maintaining industry safety standards with our expertise and pre-vetted suppliers.

What our members say

“

Bespoke procurement advice for your business

Their services extend beyond the ability to get quick and easy access to contractors. They offer procurement advice, peer review and many other benefits whilst meeting all procurement guidelines. I would recommend joining the framework, they will provide your business with bespoke procurement advice around your business needs.

Graham McDowall,

Project Manager,
Ng Homes

“

Quantum has been a great help

With regards the Data and Insight Portal, [Quantum], since we have had access to this tool it has been a great help in seeing the day-to-day accounts we run through PfH. It is particularly helpful to see where our spend is going and helps us with identifying products which we are using more direct with the member merchants and can look to move into our core stock.

Mark Davies,

Supply Chain Manager,
Incommunities

“

Excellent industry wide knowledge

The staff are incredibly responsive to requests and provide excellent industry wide over-sight and knowledge to enable us to make the right decisions, ensuring we are always providing a high quality, value for money service.

Steve Preston,

Head of Operations APS,
Leeds Federated Housing

“

Hands-on support and relevant frameworks

We always find them to be very helpful and knowledgeable and have lots of relevant frameworks for us to access. They are a very helpful resource; we find them to be very hands on and nothing is too much trouble.

Carmen Young,

Procurement Officer,
Bromsgrove District Council



How we can help

We are Procurement for Housing, a technology-enabled procurement partner. We work with leading organisations in the social housing sector to help manage spend better, drive sustainable value, and improve operational efficiency. At the heart of everything we do is our commitment to positively impact people's lives.

We provide procurement consultancy, compliant solutions such as frameworks and Dynamic Purchasing Systems (DPS), and procurement technology and analytics through our Quantum platform across the social housing sectors.

Get in touch to discuss your challenges or to find out more about how we can add value to your organisation.

Get in touch!



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