



**Framework Agreement for  
Provision of Promotional Products  
OFF 3042 NW**

**1<sup>st</sup> March 2014 – 28<sup>th</sup> February 2017  
Options to extend to 28<sup>th</sup> February 2018**

**Buyers Guide for Lot 1 Promotional  
Products**

**Awarded by:  
North Western Universities Purchasing  
Consortium**

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## Foreword

This document gives a brief outline of the Services provided under the Provision of the Promotional Products Framework Agreement (Ref. OFF 3042 NW) for the supply of Promotional Products (Lot 1).

The agreement has been awarded to the following suppliers:

### Lot 1 Promotional Products

A.P.S.
Allwag Promotions Limited
Brand Impact Merchandising Limited
ESM Branding Limited
Get Yourself Noticed Limited
Hambleside Merchandise Limited
International Insignis Limited
PA Promotions Limited
Pinfold Promotions Limited
Banner

The contract is managed by the NWUPC, should you require any further details please contact David Lamb on:

Tel:	0161 234 8003
Email:	david.lamb@liverpool.ac.uk

This Framework Agreement is currently supported by and open to the following consortia:

NWUPC	North Western Universities Purchasing Consortium
CPC	Crescent Purchasing Consortium
NEUPC	North Eastern Purchasing Consortium
SUPC	Southern Universities Purchasing Consortium
APUC	Advanced Procurement for Universities and Colleges
HEPCW	Higher education Purchasing Consortium Wales
LUPC	London Universities Purchasing Consortium

### **Using this Framework Agreement**

For the purposes of this Framework Agreement the Authority has classified the goods and/or services as Standard and Competed.

- The Standard Services.
- The Competed Services

Call Off Contracts for Standard Goods and/or Services will be awarded by Direct Award i.e. without re-opening competition and Call Off Contracts for Competed Goods and/or Services will be awarded following a Mini-Competition. These processes are explained in more detail below.

Call Off Contracts, whether as a result of Direct Award or following Mini-Competition will be formed by the issue of an Order by the Authority or relevant Member, to the Provider and acceptance by the Provider of such an Order. The Call Off Contract will be on the terms specified in this Framework Agreement, supplemented as appropriate by such details which will be specified in the Order. The mechanism for Direct Award of a Call-Off Contract contained in this Framework Agreement requires the Authority/OCB to apply the criteria, which were originally applied by the Authority when awarding the Framework Agreement. These are set out in Section D Tender Evaluation Award Criteria Point 2. It is permissible not to apply an award criterion if it is not relevant to the Call-Off Contract.

### **Direct Award**

The mechanism for Direct Award of a Call-Off Contract contained in this Framework Agreement requires the Authority/OCB to apply the criteria, which were originally applied by the Authority when awarding the Framework Agreement. These will be set out at **Section D** of the Framework Agreement. It is permissible not to apply an award criterion if it is not relevant to the Call-Off Contract and have flexibility and discretion when applying the award criteria at Direct Award. The Authority will therefore make available to all OCBs accessing the Agreement the award criteria and each participating suppliers score.

### **Re-opening Competition**

Where not all of the terms laid down in the Framework Agreement are sufficiently specific for the OCB to make a Direct Award, a Call-Off Contract can be awarded using a Mini-Competition. When re-opening competition in this way, it is important to understand this does not mean that basic terms can be renegotiated, or that the basic terms of the specification or statement of requirements used in setting up the Framework Agreement can be changed. It is more a matter of supplementing or refining the basic terms to reflect particular circumstances.

The terms which may be refined include, but are not limited to, the following:

- particular delivery timescales;
- particular invoicing arrangements and payment profiles;
- additional security needs;
- incidental charges;
- particular associated services, e.g. installation, maintenance and training;
- particular mixes of quality systems and rates;
- particular mixes of rates and quality;
- where the terms include a price mechanism;
- Individual special terms (e.g. specific to the particular goods/services/goods and services that will be provided to meet a particular requirement under the Framework Agreement).

When awarding a Call-Off Contract using a Mini-Competition, the Authority/OCB should generally use the criteria laid down by the Authority for the award of the Framework Agreement. If necessary, the award criteria used for the Mini-Competition can be different to the original award criteria but they should be related. For Mini-Competitions it is possible for the Authority/OCB to vary the weightings given to each of the criteria provided this is set out clearly in the invitation to tender for the Mini-Competition.

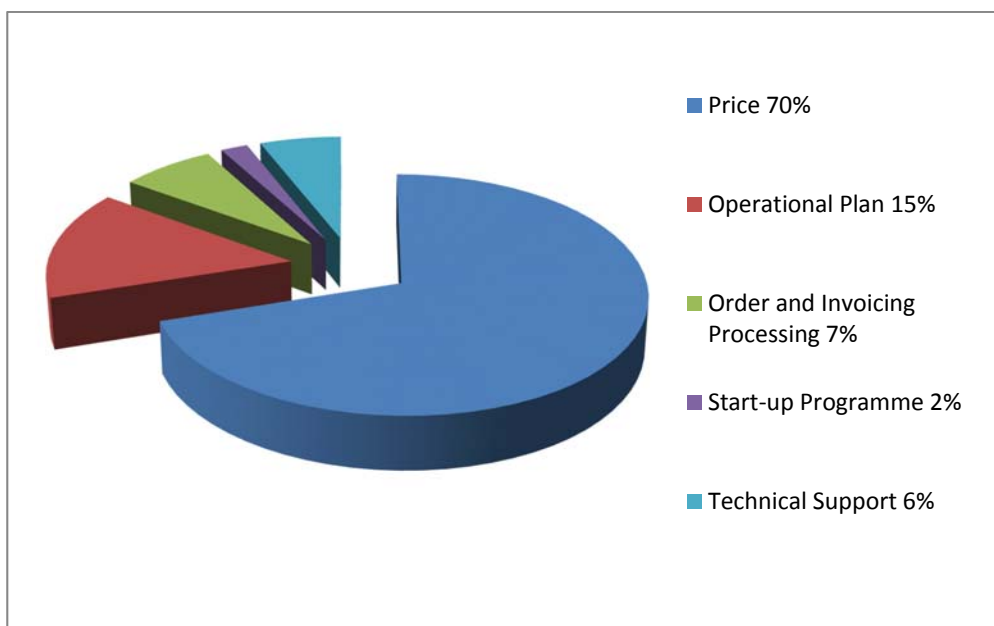
The Mini-Competition must include all Providers who have been admitted to the Framework Agreement, who are capable of performing the particular Call-Off Contract. Often, this will mean that all Providers admitted to the Framework Agreement.

### Pricing

The prices submitted by the successful suppliers cannot increase for 12 months and will be reviewed annually. Pricing excludes VAT where applicable.

### Award Criteria

#### Lot 1 Promotional Products



### Suppliers

Suppliers are listed in alphabetical order and are not ranked.

#### A.P.P.S.

##### Introduction

A.P.P.S. (Alex Phillips Printing Services Ltd) have been supplying all manner of printed and promotional items since 1991.

Our motto is "If it Moves – Print it!"

Our 4 main categories being, promotional goods, garments, paper printing & large format print.

We pride ourselves in being a one-stop, no nonsense print shop with access to perhaps the largest product range in the UK. We have a wealth of knowledge and experience in the technicalities of printing on different substrates, print marketing, promotional campaigns, graphic design and all aspects of print fulfilment. All our current staff have between 7 and 27 years each of hands on experience in processing print orders.

**Environmental Statement**

“APPS recognise that what we do as a business can impact both directly and indirectly on the environment. We aim to protect and improve the environment through good management and by adopting best practice wherever possible. APPS will endeavour to integrate environmental considerations into our business decisions and adopt greener alternatives wherever possible, throughout our operations.”

We believe a positive attitude to environmental management is every business and individual’s responsibility and makes sound business sense.

In all our activities we aspire to:

- Comply fully with all relevant legal requirements, codes of practice and regulations.
- Prevent pollution to land, air and water.
- Reduce water and energy use.
- Minimise waste and increase recycling within the framework of our waste management procedures.
- Identify and manage environmental risks and hazards.
- Promote environmentally responsible purchasing.
- Develop our employees' awareness of environmental issues including their responsibilities under this policy.

All employees are responsible for working towards the objectives contained within our Environmental Management System (*copy available on request*).

**Contact Details**

<b>Primary Contact Name</b>	Alex Phillips
<b>Website URL:</b>	www.promotional-goods.org.uk
<b>Address:</b>	26 Thurnham Street
<b>Post Town:</b>	Lancaster
<b>County/Region:</b>	Lancashire
<b>Postcode:</b>	LA1 1XU
<b>Telephone:</b>	01524 841286
<b>Fax:</b>	01524 842330
<b>Email:</b>	alex@promotional-goods.org.uk
<b>Invitation To Quote (ITQ) Email Address:</b>	apps@promotional-goods.org.uk
<b>Primary Order Contact</b>	<b>Name</b> Alex Phillips
	<b>Telephone Number</b> 01524 841286
	<b>Email Address</b> alex@promotional-goods.org.uk
	<b>Fax Number</b> 01524 842330

**Response Times**

Response times will vary depending entirely on the nature of the enquiry. Many enquiries can be dealt with in the space of a phone call or by return email. Most quotations for example are dealt with in 0-2 working days.

More complicated enquiries may take longer if there is a lot of work gathering information. In these instances, we will aim to give an estimate of this as our first response along with an acknowledgement of receipt of the enquiry.

**Pricing Details**



Alex Phillips Price List  
March 2014

**Additional Personalised Costs**

<b>Additional Personalised Costs</b>	<b>Set-up Costs</b>	<b>Comments</b>
Screen Printing	£37.50	Per colour, per position (Typical cost. May vary depending on product, size, design chosen)
Tampo Printing	£40.00	Per colour, per position (Typical cost. May vary depending on product, size, design chosen)
Foil Blocking	£45.00	Per colour, per position (Typical cost. May vary depending on product, size, design chosen)
Die Stamping	£40.00	Per colour, per position (Typical cost. May vary depending on product, size, design chosen)
Laser Engraving	£50.00	Per colour, per position (Typical cost. May vary depending on product, size, design chosen)
Embroidery	£40.00	Up to 13,000 stitches
Origination	£37.50	Per colour, per position (Typical cost. May vary depending on product, size, design chosen)
Artwork Changes	£23.00	Per hour or fraction thereof (min £5.75)
Glass Engraving	£50.00	(Typical cost. May vary depending on product, size, design chosen)
Tooling	£100.00	Typical cost but depends entirely on product & work involved

**Delivery Costs**

Delivery Times and Costs		
	Cost	Comment
Same Day Delivery		Charged at cost depending on distance and weight
Next Day Delivery	£0.00	Next working day courier is provided as standard on most orders. Palletised deliveries 2-3 days
Express Delivery	£12.00	Based on Pre noon delivery up to 15kg
Standard Delivery	FOC	

### Pricing Additional Product Discounts

View the list at: [https://www.dropbox.com/sh/p7uyb1llaco2zui/n3Jf4B\\_SYE](https://www.dropbox.com/sh/p7uyb1llaco2zui/n3Jf4B_SYE)

Discount on these items = 10%

### Payment Details

We are entirely flexible with our invoicing methods. At present we issue pdf invoices by email or post but are happy to integrate into client's individual systems to suit. We accept BACS payment, procurement card, cheque, and cash.

### Value Added Services

Graphic design services at lower than market rates.

Access to our other goods and services at the same discounted rates including large format print (banners, conference displays etc.), booklets, brochures, support literature, litho and digital print, garments etc.

Access to online resource catalogue(s)

Free product visuals/mock-ups.

## Allwag Promotions Ltd

### Introduction

Allwag Promotions are an award winning supplier of branded promotional merchandise and clothing specifically chosen for the Education sector.

Formed in 1998 both Directors still have a 'hands-on' involvement in the business. We pride ourselves in our ability to constantly seek ways to improve our customer service through both the effective use of technology to enhance our very approach to all customers. We continually innovate and develop our range of brandable promotional products, business gifts and corporate clothing, which is driven by the needs of the Education sector. Allwag Promotions are proud of our enthusiastic, approachable contract team of creative staff with no shortage of ideas which has resulted in our enviable reputation within our industry as a respected, honest and reliable distributor who values its supply chain and clients alike to build long lasting partnerships that work. We are referred to by our clients as proactive, responsive and friendly.

With our own in-house branding machinery we are able to cater for those unexpected little emergencies and provide a range of promotional merchandise and clothing on a next day service in low quantities.

### Environmental Statement

We have developed an Environmental Management System to ensure the potential impact of all our activities are identified, assessed and monitored from the highest level. This operates to the principles of ISO14001:2004. The Directors are committed to the effective operation of the System and eventual certification to the ISO14001.



standard. We will provide the appropriate resources needed to meet our environmental objectives, and our Environmental Action Plan sets out key actions to enable these objectives to be met.

All staff undertakes environmental training and are encouraged to suggest improvements that can be made to the Environmental Management System. This system is reviewed annually or as legislation or business activities change to ensure continual improvement. Subcontractors are required to adhere to Allwag's Environmental Policy and associated operating procedures.

The following key activities have been identified as significant:

- Energy
- Waste
- Transport
- Procurement

Please see our Environmental policy and Action Plan for further information.

#### Contact Details

<b>Primary Contact Name</b>	<b>Angela Wagstaff</b>
<b>Website URL:</b>	<b>www.allwag.co.uk</b>
<b>Address:</b>	<b>Merchandise House, The Street</b>
<b>Post Town:</b>	<b>Hatfield Peverel</b>
<b>County/Region:</b>	<b>Essex</b>
<b>Postcode:</b>	<b>CM3 2DP</b>
<b>Telephone:</b>	<b>01245 382600</b>
<b>Fax:</b>	<b>01245 380758</b>
<b>Email:</b>	<b>sales@allwag.co.uk</b>
<b>Invitation To Quote (ITQ) Email Address:</b>	<b>sales@allwag.co.uk</b>
<b>Primary Order Contact</b>	<b>Name: Ciarra Kilgannon</b>
	<b>Telephone Number 01245 382600</b>
	<b>Email Address: ciarrak@allwag.co.uk</b>
	<b>Fax Number 01245 380758</b>

#### Response Times

At the start of this contract, you will be given details of all key staff which will make up your Contract team who are all fully briefed on the requirements of this contract and the pricing structure within it, together with a complete understanding of the KPI's and how to achieve them in line with our policies. Each member of staff specified has a specific email address and direct telephone numbers.

We will operate strict Service Level Agreements on response times as detailed in the PQQ

Normal business hours are 8.00a.m. – 6.00p.m. You will have an out of hours contact mobile no for Account Director to ensure you have complete 24/7 contact guaranteeing fast responses to whatever queries you or your partners may have.

We acknowledge contact via email within one hour of receipt. Telephone calls are returned same day (ideally within the hour is both contacts are available). Postal or fax enquiries are acknowledged by telephone the day they are received and action is agreed according to the nature of the communication.

#### Quotations

We will produce a standard quotation or visual within 4 working hours unless a delay is likely. This could be due to overseas time differences when quoting for bespoke or high volume orders, in which case we will explain why there is a delay with your quotation at the time of acknowledging your request. All quotations will be completed in full within 24 hours without fail.

With online access to the priced products within this framework agreement, members are able to access the key information they need 24/7.

Timeframes for order process responses

Orders are confirmed same day as receipt of PO or order

Producing proofs – within 24 hours of receiving your signed order confirmation

### Pricing Details



Lot 1 Promotional  
Products Price List

### Additional Personalised Costs

These are maximum costs. On many promotional products origination is included which will be stated on the quotation. Where possible we will also group origination costs together to make additional savings.

Costs are based on the first order of the product using the required branding.

Cost for repeat orders of the same quantity of the same product with the same branding is halved.

Additional Personalised Costs	Set-up Costs
Screen Printing	£25.00
Tampo Printing	£0.00
Foil Blocking	£40.00
Die Stamping	£40.00
Laser Engraving	£30.00
Embroidery	Dependant on number of stitches required so can vary between £25-£50
Origination	£25.00
Artwork Changes	0.00

<b>Glass Engraving</b>	<b>£12.00</b>
<b>Tooling</b>	<b>Dependant on artwork and type of product</b>

**Delivery Costs**

<b>Delivery Times and Costs</b>	
	<b>Cost</b>
<b>Same Day Delivery</b>	<b>Dependant on location</b>
<b>Next Day Delivery</b>	<b>£11.95</b>
<b>Express Delivery</b>	<b>£11.95</b>
<b>Standard Delivery*</b>	<b>FOC</b>

**\*Standard Delivery**

- The order consignment is less than 10 Kg.
- Standard Delivery is based on a 2 – 3 working days delivery lead-time from despatch of your order

**Pricing Additional Product Discounts**

We are able to offer 20% of printed catalogue prices and 20% off website prices as shown on [www.allwag.co.uk](http://www.allwag.co.uk) (excluding special offers)

As we provide buyers with a choice of over 95,000 promotional products & clothing, we are unable to attach a list of products but would like to refer to both our range of catalogues which will be sent to member institutions as required. For quickness we are also offer buyers to visit our website [www.allwag.co.uk](http://www.allwag.co.uk) Quotations given will include the discount.

**Payment Details**

**Invoicing**

Invoices are produced once orders have been delivered and received by the buyer. The invoice contains full details as standard including:

- Product, quantity, unit price, origination, delivery and VAT
- We also add the delivery address, the buyers name and the purchase order number given to us by the University.

As standard we have a 30 day payment terms but this can be negotiated as part of the Framework agreement All invoices can be supported by proof of delivery if required by the consortia member.

**Paper invoicing**

We are able to issue paper based invoices if required although our preferred means is via email. These can be posted to your preferred address.

**Electronic invoicing**

This is our preferred means of invoicing with invoicing being emailed either to the buyer or finance department according to the requirements of the University (or both).

#### Consolidated invoicing

We offer the option to consolidate all invoices onto a monthly invoice for the entire establishment or by department if preferred. This will be discussed with each consortia member to see what works best for their purchasing systems. This consolidated invoicing can be posted or sent electronically.

#### Payment

We accept payment by all means including BACS payment, Procurement Card, Cheques or credit card. We also have a secure e-payment system using Global Iris which can accommodate credit card payments online. We do not however accept American Express.

We also have the option to set up Web shops for Graduation merchandise which has full ecommerce and online payment facilities at no extra cost under this framework agreement.

#### Value Added Services

All of the following services are available at no cost to either NWUPC or Member institutions:

- Online stock management system for 'real time' stock levels and access to agreed pricing structure
- Storage options on core products & distribution or 'call off' service as required
- Design Support using our in-house graphics team. This can simply add text to logo's or re-draw logo's in poor formats. Adherence to brand guidelines is assured. This contract will have it's own assigned graphic designer as part of the Contract team to ensure fast visuals, proofs and designs to be returned to the buyer.
- Speculative product samples with complete branding to show how the products will look prior to ordering.
- E-flip & pdf catalogues designed & updated quarterly with seasonal design showing savings made by using this framework agreement
- Collation of packs for events and conference plus personal delivery direct to the event at no extra cost to standard delivery
- Marketing forums and product exhibition to show buyers new and existing products
- Full support for graduation services including hosting merchandise stand and ecommerce webshop
- Bespoke client portal/webshops to make more of your merchandise internally or to sell to current students/graduates. This can be attached to a commissioned based scheme which enables the Member institution to receive a % profit on all promotional products sold. No stock holding is required and branding can be both corporate and with individual faculty or text.
- Production of 'one offs' or personalised products with individual names using our in house machinery – perfect for 'Class of .....' merchandise
- Collection of packaging for recycling
- Visits to our showroom and in-house branding facilities to see how products are branded, to educate new buyers on promotional merchandise and branding available, particularly beneficial when a re-brand is taking place to understand the implications of colours on promotional merchandise.

### Brand Impact Merchandising Ltd

#### Introduction

With over 25 years combined marketing experience in the promotional items and business gifts sector Brand Impact Merchandising are a leader in our field. We provide branded products of all shapes, sizes and functions to business in the UK to help enhance their corporate marketing activity and consumer promotions.

We turn your marketing visions into reality! Our creative approach and committed team give our clients fresh,

unexpected products & campaigns that enable them to boost their brand and make the most of budgets  
 With our Guaranteed Delivery Service, Price Match plus Promise Guarantee and extensive range of promotional items you can rest assured that your imprinted corporate merchandise will always be done on time, at highly competitive prices and to exacting standards.

We pride ourselves on being an innovative, down-to-earth business continually expanding our capabilities and investing in our team and your brand.

We source from all over the world. We believe in our CSR policy, and have real pleasure in knowing that everything we supply has ethical roots as our entire factories are Sedex registered.

### Environmental Statement

Brand Impact Merchandising, and its senior management, recognise that its operations will have, in some way, an impact upon the environment in which it operates. This impact may be recognisable in many aspects of its operations, but certainly will be in relation to the design, manufacture and delivery of its products and services, the resources it consumes in achieving its business goals and objectives, and the manner in which it handles its waste and by-products.

Brand Impact Merchandising Ltd commits to limit, as far as is practicable, the harmful effects that its operations may have upon the environment, and to manage its operations with a view to continuous improvements in environmental performance and the prevention of pollution.

### Contact Details

<b>Primary Contact Name</b>	<b>Ross MacCallum</b>	
<b>Website URL:</b>	<b>www.brandimpactdirect.com</b>	
<b>Address:</b>	<b>Suite 2 Chesser Exchange, New Mart Road</b>	
<b>Post Town:</b>	<b>Edinburgh</b>	
<b>County/Region:</b>		
<b>Postcode:</b>	<b>EH14 1RL</b>	
<b>Telephone:</b>	<b>0131 447 1165</b>	
<b>Fax:</b>		
<b>Email:</b>	<b>Info@brandimpactdirect.com</b>	
<b>Invitation To Quote (ITQ) Email Address:</b>	<b>Info@brandimpactdirect.com</b>	
<b>Primary Order Contact</b>	<b>Name</b>	<b>Ross MacCallum</b>
	<b>Telephone Number</b>	<b>0131 447 1165</b>
	<b>Email Address</b>	<b>info@brandimpactdirect.com</b>
	<b>Fax Number</b>	<b>none</b>

### Response Times

Response times will be strictly delivered and monitored on a regular basis.

Postal queries will be responded to within 1 working of receiving the letter.

Email queries will be responded to within 3 hours of receiving the email.

Telephone calls will be responded to immediately unless a message or investigation is required in which case they will be responded to within 3 hours of receiving the message.

As per the complaints procedure written complaints will be responded to within 2 working days of receipt to allow for appropriate investigation and rectification.

**Pricing Details**



Brand Impact Price  
List March 2014

**Additional Personalised Costs**

Additional Personalised Costs	Set-up Costs	Comments
Screen Printing	£25.00	Per colour and per position. Subject to minimum orders.
Tampo Printing	£25.00	Per colour and per position. Subject to minimum orders.
Foil Blocking	£25.00	Per colour and per position. Subject to minimum orders.
Die Stamping	£25.00	Per colour and per position. Subject to minimum orders.
Laser Engraving	£25.00	Per colour and per position. Subject to minimum orders.
Embroidery	£25.00	Per colour and per position. Subject to minimum orders.
Origination	£25.00	Per colour and per position. Subject to minimum orders.
Artwork Changes	£25.00	Per colour and per position. Subject to minimum orders.
Glass Engraving	£25.00	Per colour and per position. Subject to minimum orders.
Tooling	£25.00	Per colour and per position. Subject to minimum orders.

**Delivery Costs**

Delivery Times and Costs		
	Cost	Comment
Same Day Delivery	Based on weight	Based on weight
Next Day Delivery	Based on weight	Based on weight
Express Delivery	Based on weight	Based on weight
Standard Delivery	Based on weight	

The cost of delivery of goods is based on the weight of the consignment and the method of delivery. Brand Impact can offer all delivery methods however; differing prices will be incurred due to the differing weights of consignments. Samples will be sent FOC.

Brand Impact's preferred method of delivery is express delivery to arrive with the customer before 9am or 12pm

#### **Pricing Additional Product Discounts**

A discount can be offered, on all orders with a sales value of over £1,000, and reviewed on a product by product basis.

#### **Payment Detail**

Brand Impact has a full invoicing system (KashFlow) which allows invoicing to be completed and invoicing sent out via the following methods:

- Paper
- Electronic
- Consolidated

Brand Impact will send out electronic invoices unless otherwise stated by the consortia member, in which case another method of sending the invoice can be completed.

Regular invoicing will be performed on a monthly basis.

Acceptable payment methods include:

- BACS payment
- Cheques

Should the contract be successful the use of a Procurement Card will be an acceptable payment method.

#### **Value Added Services**

Brand Impact offers the following added value:

Samples will be provided free of charge and members of the consortia can keep samples and do as they wish with them. Samples are not required to be sent back to Brand Impact.

Brand Impact will make every effort to protect the environment by recycling packaging, unwanted merchandise and general waste where possible in line with our sustainability policy.

Brand Impact will liaise directly with members of the consortia regarding their design logo requirements once the order has been made. An example of the artwork will be sent to members of the consortia for amendments before confirmation of artwork is given.

Eco friendly products can be sourced if required.

## ESM Branding Ltd

### Introduction

A marketing agency that principally acts as an efficient sourcing house using our database of products, we source and deliver the optimum promotional items to achieve our client's brief, budget and objectives. We currently supply over 100,000 different products from 7000 different manufacturers worldwide.

We also offer a product creation, design or matching service. Using our supply chain we can have any product made to order.

We have over 15 years of experience in supplying effective and successful promotional items and we are excellent at ensuring our clients receive the ideal item for their objectives, and at market leading prices. Further services include graphic design, print and other marketing activities.

### Environmental Statement

ESM Branding Limited supplies *promotional merchandise* to all business sectors with principal markets in the UK and central Europe. We recognise that all our activities interact and have an effect on the environment and are committed to minimising adverse impacts and improving process efficiency.

This policy is communicated to all employees and every employee has an individual responsibility to help meet the requirements of this policy. All are invited to contribute ideas for better practices.

In addition ESM Branding Ltd acts in accordance with 'Motion 144 - Ethical Trading' (as raised at the [UNISON Conference 2004](#)) linked with sustainable development which addresses the following aspects: improvement of the quality of life, social justice and equitable conditions of trade, not to overtax the environment, husbanding of resources and active popular participation.

### Contact Details

Primary Contact Name	Richard Andrews
Website URL:	<a href="http://www.esmbranding.com">www.esmbranding.com</a>
Address:	The Studios
Post Town:	Luckings Estate, Magpie Lane, Coleshill
County/Region:	Buckinghamshire
Postcode:	HP7 0LS
Telephone:	0845 345 6060
Email:	info@esmbranding.com
Primary Order Contact	Richard Andrews
	0845 345 6060
	<a href="mailto:richard@estylemerchandise.com">richard@estylemerchandise.com</a>

### Response Times

All product enquiries, regardless of contact method, will be acknowledged within 2 working hours.

Requests for Quotation will be responded to within 24hrs. These responses will include prices, lead times, delivery details and any other details relevant to the particular RFQ.

Order amendments will be acknowledged within 24hrs. If required, fresh pricing, lead time and delivery details will be included.

Fresh paperwork, if required for order amendments, will be provided within 24hrs.

Where contact is made by post, a telephone call will be made within 2 hours of delivery to acknowledge receipt.

### Pricing Details





e-style digital Price  
List

**Additional Personalised Costs**

Additional Personalised Costs	Set-up Costs	Comments
Screen Printing	£35.00	Per colour
Tampo Printing	£35.00	Per colour
Foil Blocking	£45.00	Per colour
Die Stamping	£60.00	Price depends on size of die required
Laser Engraving	£45.00	Per design
Embroidery	£10.00	Price for jacquard disc Per 1000 stitches
Origination	POA	Price depends on print method, product, number of colours and positions
Artwork Changes	£15.00	Only for major amends, smaller amends are FOC
Glass Engraving	£35.00	Per design
Tooling	POA	Tooling rarely required. Price depends on tooling required

## Delivery Costs

Delivery Times and Costs		
	Cost	Comment
Same Day Delivery	-	This request depends on weight of consignment, time of day requested, and location of delivery.
Next Day Delivery	-	This request depends on weight of consignment, time of day requested, and location of delivery.
Express Delivery	-	This request depends on weight of consignment, time of day requested, and location of delivery.
Standard Delivery	FOC	

## Pricing Additional Product Discount

We will not be offering a discount on alternative products that we source, but we will ensure competitive pricing.

## Payment Details

The following invoicing methods are available:

- Paper invoicing
- Electronic invoicing
- Consolidated invoicing

Principally invoices will be produced and sent electronically upon delivery of goods, however paper copies may be requested at any time. We reserve the right to invoice members who fall short of our credit account criteria on a pro forma basis.

For consortium members with strong credit records, consolidated invoices can be supplied.

Credit card payments are accepted and may be

We encourage clients to receive all invoices electronically to avoid unnecessary paper waste.

We have the following payment methods available:

- BACS payment
- Cheque
- Procurement or credit card\*

\*Subject to an additional transaction fee of 2.5%.

All invoices contain clear payment methods and all necessary contact details for queries.

All invoices contain clear payment methods and all necessary contact details for queries.

## Value Added Services

Unlike the large number of merchandise suppliers in the UK, we provide branded merchandise ideas consultancy as well as quality merchandise products. We are very proud to be bringing this unique approach to a crowded market place. We know which items are better quality, lower cost, most effective and engaging and what brings the best return on investment

We are used to guiding our clients through every step of the process. From concept and product selection through to quality control and global delivery.

Consortium members will have free access to this consultancy service

We have many years of experience managing creative processes. So our clients are entitled to lean on us with assistance in terms of design, artwork setup, print processes etc. Our design services cover product design, web design, social media, email and print.

Consortium members will have free access to this creative consultancy service.

We advise all of our clients on how to make the most of their merchandise purchases. For example, we ask questions like “who are you targeting, when are you giving these items away, what’s your target demographic”. Guiding our clients on the correct usage of merchandise is what differentiates us from the many ‘catalogue’ providers that are in the market simply providing product without thought. We can also provide recent research conducted by external organisation on the effectiveness of promotional merchandise and way to engage your target more effectively.

Consortium members will have free access to this merchandise usage consultancy service.

## Get Yourself Noticed Ltd

### Introduction

Get Yourself Noticed Ltd are promotional merchandise specialists based in South Wales. The company was originally formed in 2000 by brothers Joe and Sam Watras and has expanded to become one of the foremost promotional marketing specialists in the UK, with a particular specialism in managing large multi-site tender contracts. An unparalleled product range, full in house graphic design studio and a highly customer centric focus differentiate the company from many of our competitors.

This is borne out by many of the long term tenders and contracts we have won and operate for large organisations throughout the UK such as Xerox Global Services, Department for Work and Pensions (DWP), Welsh Government, NHS, North Lanarkshire Council, Fife Council, West Yorkshire Police and London Fire Brigade. We are tendered suppliers to many Universities for example, University of Birmingham, University of Warwick and Durham University. This has given us excellent experience and understanding of operating tenders for these institutions.

Strengths: product range, customer service, highly experienced and helpful staff and comprehensive range of in-house services.

### Environmental Statement

The business’ main impact on the environment is transport but impacts also include the consumption of resources such as electricity, water and paper and the generation and disposal of waste. The business also has an indirect impact with regards to some of the products it supplies to customers.

Through commitment to continual improvement and prevention of pollution, GYN will:

- Comply with all relevant environmental legislation
- Minimise energy and water consumption
- Implement a purchasing policy that considers environmental impacts
- Promote and increase the range of ‘Green’ products
- Ensure all staff are aware of their policy and adapt an environmentally sound approach
- Minimise waste generation and recycle waste material wherever practicable
- Educate all employees to work in an environmentally responsible manner
- Install and maintain an appropriate Integrated Management System that complies with the requirements for the International Standards for ISO9001:2008 & ISO14001:2004

- Continually improve the effectiveness of the Integrated Management System.
- The Policy will be subject to annual review.

#### Contact Details

<b>Primary Contact Name</b>	<b>Joe Watras</b>
<b>Website URL:</b>	<b>www.getyourselfnoticed.com</b>
<b>Address:</b>	<b>Venture House, Baglan Old Road, Briton Ferry</b>
<b>Post Town:</b>	<b>Neath</b>
<b>County/Region:</b>	<b>West Glamorgan</b>
<b>Postcode:</b>	<b>SA11 2YW</b>
<b>Telephone:</b>	<b>0845 226 0680 / 01639 681000</b>
<b>Fax:</b>	<b>0845 226 0681 / 01639 790886</b>
<b>Email:</b>	<b>info@getyourselfnoticed.com</b>
<b>Invitation To Quote (ITQ) Email Address:</b>	<b>info@getyourselfnoticed.com</b>
<b>Primary Order Contact</b>	<b>Name: Joe Watras</b>
	<b>Telephone Number: 01639 681000 (EXT 5855)</b>
	<b>Email Address: Joe@getyourselfnoticed.com</b>
	<b>Fax Number: 01639 790886</b>

#### Response Times

The Customer is central to everything we do at Get yourself Noticed. We feel that keeping the customer up to date and informed with every facet of the order process is central to good customer service.

We understand the need for a guarantee regarding response times and service levels to ensure both the smooth running of the contract, to monitor performance and to identify any areas for improvement.

We operate Service Level Agreements for a number of our current tendered clients including Xerox Global Services, London Fire Brigade and NHS Blood and Transplant. The team at Get Yourself Noticed are well used to operating to under service level agreements (SLA's)

From our experience, we would suggest the following KPI's for contact from member institutions,

- All emails received from member institutions will receive a confirmation receipt within 1 hour.
- Request for quotations will be responded within 24 hours [Target 95%]
- Telephone calls will be answered within 3 rings.
- All official Purchase Orders received from member institutions will be confirmed via an emailed order acknowledgement within 12 hours [target 95%].
- Mobile numbers of the key account managers will be supplied to all member institutions.
- All postal communication received from member institutions and the consortium will be responded to within 24 hours via 1<sup>st</sup> class post, or email depending.
- E-mails received before 4.00pm will be responded to the same day.
- Requests for Information through the website, or through the

- Member Institutions will be contacted by Get Yourself Noticed on the same day as any delivery is made to check that they are satisfied with all aspects of the consignment.

Scanned / digital Proof of Deliveries [POD's] can be supplied to member institutions if needed following delivery.

### Pricing Details



Get Yourself Noticed  
Price List

### Additional Personalised Costs

Additional Personalised Costs	Set-up Costs	Comments
Screen Printing	£29.00	Per colour per position
Tampo Printing	£29.00	Per colour per position
Foil Blocking	£25.00	
Die Stamping	£45.00	One off die making cost
Laser Engraving	£29.00	
Embroidery	£20.00	One off jacquard set cost
Origination	£33.00	Per colour per position
Artwork Changes	FOC	We would provide a free artwork setting service in-house
Glass Engraving	£29.00	

<b>Tooling</b>	<b>£50.00</b>	<b>One off Tooling cost</b>	
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### Delivery Costs

Delivery Times and Costs		
	Cost	Comment
Same Day Delivery	£112.00 up to 20 kilos	
Next Day Delivery	£11.00	For the 1 <sup>st</sup> 20 Kilos
Express Delivery	Pre 9.00 – add £20.00	
Standard Delivery	FOC	

### Pricing Additional Product Discount

As part of the Framework contract we would offer 5% off catalogue and web prices for all consortia members, and 15% off any set-up and origination costs. [discount already taken off in pricing table above].

A copy of the product list can be found on our online catalogue at [www.getyourselfnoticed.com](http://www.getyourselfnoticed.com)

### Payment Details

For Invoicing and accounting purposes GYN utilise SAGE accounting software. This integrates with our PROMOSERVE [order processing] software to ensure accurate line item invoicing.

Official University Purchase Order numbers will be quoted on the invoice, along with the delivery address and contact. GYN can send out invoices in a variety of ways to best suit the consortia. Invoices can be posted out hard copy, emailed to the institute contact [PDF documents], batch invoiced or emailed across as a CSV files to integrate directly into E-proc software.

For all institutions supplied within the Consortia, we would propose to set up individual accounts in SAGE. All new accounts would immediately be on 30 days terms. [We could adjust if needed to reflect the Consortia Standard terms.]

- GYN accept all payment methods including BACS payments, CHAPS, and Cheques.
- In addition GYN's Online merchant services solution can now accept all Debit and Credit cards including Visa [debit / credit], Mastercard, Maestro, Delta, Barclaycard, Citibank and Procurement cards. Procurer Online [our card payment partner] is fully secure and supports line item detail [LID] / Level Three VAT reporting.
- Procurement cards are classed as credit cards and can be used for payment of invoices via Procurer online.

### Value Added Services

We would offer a range of Value added benefits to assist the consortia in the delivery of the Framework contract.

- **Artwork and Design** – Our in-house design team would set all promotional item artwork FOC for the consortia and member institutions. We would also offer FOC design advice and consultancy via email and tel.
- **Virtual Sampling** – Our in house design studio can produce virtual 3-D sampling of a member institution logo and message onto almost any product.

- **Sourcing** – Our free sourcing service allows us to seek out unique, innovative and ‘different’ promotional items for our customers, at best value.
- **Free Consultancy** – we offer free consultancy and advice – we are always happy to meet with member institutions to offer ideas and discuss particular projects.
- **Access to WEEE disposal scheme** – As part of our WEEE compliance registration we can offer member institutions free end of life product disposal at the closest Designated Collection facility [DCF].
- **Free Academic Discount** – for student and department purchases
- **Manufacturer discounts and special offers** - We work with manufacturers such as Parker Pens, Senator and Bic to develop heavily discounted special offers.
- **Promotional Item Catalogue** – Free 159 page Hard copy catalogue
- **Far East Sourcing** – On large quantities, and on particular product lines, it can be very cost effective to have items manufactured to specification and shipped direct from the Far East.
- **Website**– Our on-line presence allows the client to search for promotional items by product type, category or price point, a useful resource when considering the marketing mix.
- **Showroom** – While we are always happy to visit clients at their convenience we welcome visitors to our showroom, where a large range of the latest promotional items, business gifts, promotional clothing and display materials are on view.

## Hambleside Merchandise Ltd

### Introduction

Hambleside Merchandise are a distributor of branded merchandise. We specialise in providing a single source for our clients to purchase all their merchandise. We source these items from a huge range of suppliers, manufacturers, wholesalers and importers and use carefully selected printers, embroiderers and engravers to apply our clients' logos or promotional messages to these products. We manage the entire process from recommending appropriate products for the client's needs, quoting and providing samples to assist in the decision making process, through to final delivery and after sales care. This includes all proof and artwork confirmation to ensure the final product will be visible, have the desired impact and achieve the client's marketing objectives.

Alongside this service, Hambleside also offer a consultative Key Account Management, to bring the knowledge and experience of our staff to the benefit of our clients, as well as online procurement, storage and fulfilment services.

### Environmental Statement

Hambleside recognises that it has an environmental responsibility to ensure that it reduces the environmental impact of its operations to a level that is as low as is reasonably practicable and it will comply with all appropriate environmental legislation which may impact upon its operations.

Hambleside will continually examine methods for reducing the environmental impact of its operations, and it offsets in full the carbon emissions resulting from its business activities, that includes the sales and distribution of products and services including the general office and travel requirements

The Group is also committed to promoting environmental awareness and decisions that contribute to achieving environmentally sustainable development. It aims to reflect its commitment to delivering sustainability in its business practices and through its values and policies. This is considered to be a continuous process of improvement and it is the objective to improve our environmental performance, in conjunction with its suppliers of goods and services over time.

### Contact Details

<b>Primary Contact Name</b>	<b>Bethann Coleman</b>
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<b>Website URL:</b>	<a href="http://www.hambleside-merchandise.co.uk">www.hambleside-merchandise.co.uk</a> / <a href="http://www.education-merchandise.co.uk">www.education-merchandise.co.uk</a>
<b>Address:</b>	2-3 Lancer House, Hussar Court
<b>Post Town:</b>	Waterlooville
<b>County/Region:</b>	Hampshire
<b>Postcode:</b>	PO7 7SE
<b>Telephone:</b>	02392 354960
<b>Fax:</b>	02392 434825
<b>Email:</b>	beth@hambleside.co.uk
<b>Invitation To Quote (ITQ) Email Address:</b>	sales@hambleside.co.uk
<b>Primary Order Contact</b>	<b>Ruth Tanner</b>
	Telephone Number: 02392 354960
	Email Address: ruth@hambleside.co.uk
	Fax Number: 02392 434825

### Response Time

Hambleside will respond to any and all inbound enquiries on a 'same day' basis, i.e. within 4 working hours of receipt. This includes those received by email and post. Enquiries by telephone will be answered during the call if possible.

We will provide a quotation within 24 hours of receiving all essential information against which to quote. Where a quotation cannot be supplied within 24 hours, for example on custom designed products, the customer will be provided with an expected response time.

Contact regarding queries, questions or checking on progress will also be responded to within the 4 working hour window, if not sooner. Any exceptions to this time frame, contacting factories abroad who are within different time zones for example, will be advised to the client and an anticipated response time provided.

Should Hambleside be holding stock for any member, these can be despatched on the same day, provided the request is received before 1pm and will be despatched the next day should the request be received after 1pm.

### Pricing Details



Hambleside  
Merchandise Price List

### Additional Personalised Costs

Additional Personalised Costs	Set-up Costs	Comments
Screen Printing	£35.00	Per colour per position
Tampo Printing	£35.00	Per colour per position



<b>Foil Blocking</b>	<b>£35.00</b>	<b>Per position and subject to size required</b>
<b>Die Stamping</b>	<b>£35.00</b>	<b>Per position and subject to size required</b>
<b>Laser Engraving</b>	<b>£45.00</b>	<b>Per design per position</b>
<b>Embroidery</b>	<b>£0.00</b>	<b>No charge for embroidery set up</b>
<b>Origination</b>		<b>Used to describe one of the above</b>
<b>Artwork Changes</b>		<b>Minor changes – Free of Charge. Major re-design subject to requirements.</b>
<b>Glass Engraving</b>	<b>£45.00</b>	<b>Per design per position</b>
<b>Tooling</b>		<b>Used for bespoke production and subject to product .</b>

#### **Delivery Costs**

Delivery of all items on the pricing schedule is inclusive of delivery to one UK address. Ultimately the transfer of goods from one point to another incurs costs. Some organisations choose to cover these costs within product margins. Our preference is to itemise these components and present product costs separately. Carriage costs are assessed by weight, volume or carton quantity depending on product type and the lowest effective carriage option is selected. Carriage is recharged at cost.

Our current carriage rate with UPS for a standard carton up to 10kg is a highly competitive £4.80.

Where specific dates and times of delivery are required, these will be quoted on a case by case basis to achieve the best rate available. Times, weights and destinations all impact the cost and so each and every delivery would be different.

#### **Pricing Additional Product Discounts**

Our catalogue contains over 500 products, each of which can be provided plain, or branded with various print colours and positions and supplied in a wide range of quantities.

With this scope of products and variations, we cannot give a standard discount across them all.

Aside from the detail on the pricing schedule, each requirement will be quoted as requested and our best price given according to the specification.

The pricing schedule shows our competitiveness in the market place.

#### **Payment Details**

Hambleside aim to be totally flexible in regard to invoicing and payment methods.

Invoices can be generated in hard copy and posted or produced electronically and emailed to the client, whichever is preferred. Several invoices to the same destination can be consolidated where appropriate or just attached to the same email or in the same envelope.

The method most acceptable to the client is how we operate.

Invoices are produced using our in house Promoserve System and can then be adapted into appropriate format (word, excel, PDF) as required.

Again, we aim to accept payment in as many ways as possible to make payment convenient to the client.

We accept BACS Payments, cheques, credit/debit cards, company/government procurement cards and online payments via web shops.

Should any member use a system of ordering or payment we currently do not offer, Hambleside are prepared to fully investigate options and subscribe to new systems where practical and beneficial.

Hambleside use a factoring company for the majority of its invoicing, to improve cash flow. However, the factoring company are able to accept the various forms payment also.

Due to the confidential nature of payments received, supplying evidence of these payments is difficult. However, I have attached statements to show incoming payments.

### **Value Added Services**

The education sector now represents over of 35% of our UK turnover. Hence we have established a UK Sales Manager for Education, to focus on best practice and knowledge sharing. This allows us to present successful concepts and use collaborative purchasing between members. We currently work with over 30 Universities, 90 Colleges, 15 Students' Unions and 30 schools; from ad hoc supply to contracted sole supplier status.

After competitive tender, Hambleside were appointed sole endorsed supplier to the NUS, giving us excellent insight into the student market and trends.

We supply merchandise to support the activity of the Green Impact teams through the Green Impact web shop and are also members of EAUC. Hambleside supply a wide range of eco-friendly merchandise and evidence ethical and sustainable supply chains. We recognise the importance of this to the student populations and therefore support establishments in highlighting this area.

Hambleside are accredited as Charter members of BPMA. This status is conferred only on distributors who have demonstrated a consistent level of professionalism and dedication to customer service.

All Account Executives have completed the Certificate in Promotional Merchandise, the only recognised qualification in the Industry and the Account Manager for this framework is also fully qualified and piloting the Continuous Professional Development Programme.

Hambleside offer a storage facilities for small projects onsite, free of charge and fulfilment operations are also undertaken here where appropriate.

Hambleside supply our clients with the tools to make informed and cost effective decisions on merchandise. Samples of specific products or ideas for specific campaigns can be presented to aid selection, along with advice about their successes in similar establishments and how they influence the recipient.

We are also happy to support students with their requirements for educational projects and team activities. They will be supported as a framework member.

## **International Insignia Ltd**

### **Introduction**

Since we were established we have grown from strength to strength into one of the UK's no.1 souvenir suppliers in the UK.

We offer award-winning customer service from knowledgeable, friendly staff - together with experienced Managers, who together help customers develop their brands and ranges. Our aim is simple - to offer great choice and stocks of the best products available - delivered quickly, accurately and as cost-effectively as possible. We value the business relationship we have with our customers. We strive to make this apparent with every contact we have with them - whether in person, on the phone or online. Our employees are the best in the industry. They are dedicated to world-class service and committed to delivering accurate orders that are on time!

Unequaled in product and industry knowledge, our staff can guide you in your buying decisions.

We are the UK's market-leading and longest established Souvenirs supplier, with over 36 years of experience in manufacturing and supplying nationally and internationally.

We have established relationships with all our suppliers both here in the UK and around the world. This has given us the ability to offer our customers quality products at the best price and on time.

We have been dealing with many of our customers for more than 20 years, which tells you that our service and prices are very competitive.

#### **Strengths**

- 36 years of experience
- International distribution
- Established relationships with offshore suppliers since 1981
- Industry reputation for delivering and maintaining the highest quality products
- In-house design capabilities
- Next day delivery of our stock products

#### **Environmental Statement**

We recognise that our operations impact on the environment at global, national and local level.

- Safeguarding the environment, striving to prevent pollution and provide sustainable solutions wherever we can
- Minimising negative impact of our activities on the environment in delivery of our services and our choice
- Reviewing practices, procedures and services continually, improve our performance within the guidelines of our organisation
- Advising our clients on reduction of environmental impact, and engaging our suppliers, and clients in environmental initiatives and best practice
- Maintaining up-to-date knowledge and complying with relevant environmental legislation and regulations
- Seeking continual efficiency improvements in all our activities
- Communicating this policy to our employees, suppliers, clients, and other parties in our literature and proposal documents
- Training and updating staff on this policy and related environmental issues
- Reviewing this policy and delivery of it continually against our corporate objectives

#### **Contact Details**

<b>Primary Contact Name</b>	<b>Amar Sandhu</b>
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<b>Website URL:</b>	<a href="http://www.insigniasouvenirs.com">www.insigniasouvenirs.com</a>
<b>Address:</b>	Unit 10, Dunstall Hill Trading Estate,
<b>Post Town:</b>	Wolverhampton
<b>County/Region:</b>	West Midlands
<b>Postcode:</b>	WV6 0PJ
<b>Telephone:</b>	01902 714265
<b>Fax:</b>	01902 714853
<b>Email:</b>	<a href="mailto:sales@internationalinsignia.net">sales@internationalinsignia.net</a>
<b>Invitation To Quote (ITQ) Email Address:</b>	<a href="mailto:amar@internationalinsignia.net">amar@internationalinsignia.net</a> <a href="mailto:mandie@internationalinsignia.net">mandie@internationalinsignia.net</a>
<b>Primary Order Contact</b>	<b>Name</b> Amar Sandhu
	<b>Telephone Number</b> 01902 714265
	<b>Email Address</b> <a href="mailto:sales@internationalinsignia.net">sales@internationalinsignia.net</a>
	<b>Fax Number</b>

#### Response Times

Method of Correspondence	Actual Response Time	Target Response Time
Telephone	1-2 rings	2 Rings
Email	15 Minutes	30 Minutes
Post	5 Minutes	5 Minutes

Our office based sales team have set performance targets for responding to enquiries, sales calls and the standard continues to deliver the highest quality of response to customers. The management team monitor the performance regularly.

The member organisations have direct contact with the national sales team or the person designated to maintain the account this includes the contact telephone number, email address and IM for instant response.

The member organisation makes the contact, our team immediately schedule a contact call to discuss the requirements and confirm the order, and this reduces the processing time as the team.

This approach ensures that enquiries and orders receive immediate attention – every call is annotated appropriately and filed with the account details providing strong continuity of service because the person receiving or making the call from our side has all the detail required to respond appropriately.

#### Pricing Details



International Insignia  
Price List

**Additional Personalised Costs**

Additional Personalised Costs	Set-up Costs	Comments
Screen Printing	£30.00 per colour/position	Paper products do not attract screen charges
Tampo Printing	£30.00 per colour/position	
Foil Blocking	£30.00 per colour/position	
Die Stamping	£40.00 per position	
Laser Engraving	£40.00 per position for standard designs	
Embroidery	£30.00 per design	
Origination	£30.00 per colour/position	
Artwork Changes	£50.00	
Glass Engraving	£40.00 per position for standard designs	Does not cover 3D laser engraving which has to be priced per job
Tooling	Special tools and jigs for bespoke products will vary according to the product and requirement of the client and priced on each job.	

**Delivery Costs**

Delivery Times and Costs		
	Cost	Comment

<b>Same Day Delivery</b>	<b>£1.50 per mile</b>	
<b>Next Day Delivery</b>	<b>FOC</b>	
<b>Express Delivery</b>	<b>£25.00</b>	<b>Time delivery 10am next day</b>
<b>Standard Delivery</b>		

Standard Delivery will not be free of charge it will be charged extra at £10.00 per box to mainland UK only, Outside of mainland UK will be quoted on an individual basis.

#### **Pricing Additional Product Discounts**

The non-core products would be produced especially to order, we therefore do not have any stock products on our catalogue or website that we could offer a discount on.

#### **Payment Details**

The invoicing methods that we offer are paper invoicing (post) and Electronic invoicing (email).

If we hold an email address for the customer and they have agreed for us to email the invoice then the invoice will automatically be emailed through when the invoice is raised. However, if the customer opts to have paper copies then the invoices would be printed on a weekly basis and put into the post 2<sup>nd</sup> class.

The payment methods that we can accept are, BACS payment and cheques. We would however, require a remittance emailed for all BACS payments received to confirm which invoices are being paid, a remittance is also to be printed out and put with all cheque payments. BACS and cheques will not be processed until we receive the remittance.

#### **Value Added Services**

Included in our tender we are offering the following Free of Charge

- Graphic Design support to help develop new themed promotions.
- Sampling of each item
- Recycling information for specific products
- Service that will allow the customer to have a webpage created specifically for them incorporating all their products.
- Supply photographs of all finished products in high resolution so the members are able to create marketing material of their own.
- Design service to create a selection of marketing material (posters, emails, leaflets, order forms)

## **P A Promotions Ltd**

### **Introduction**

PA Promotions, based in Cardiff, UK, has been supplying promotional merchandise and corporate gifts to businesses for over 32 years. The diverse range of promotional items and personalised incentives that we can provide to our customers is almost endless. We believe that promotional products shouldn't be 'run of the mill' which is why we offer exclusive items available in an impressive range of colours. If you are looking for a friendly personal service and personalised gifts with bite then contact us for a highly competitive solution.

### **Environmental Statement**

PA Promotions Ltd does not produce any major environmental pollution from its business process. However, echoing the elevating international consensus of environmental protection, we are determined to take part in preserving the precious environment by conforming to the following:

- All PA Promotions Ltd facilities comply with all national environmental Legislation and guidelines.
- Create a safe, healthy and clean working environment for all PA Promotions Ltd employees.
- Continuously seek to ensure that our activities are carried out with minimal impact on the environment and to enhance the environment wherever possible.

PA Promotions Ltd hopes that by working together, we can help preserve our global environment and resources. PA Promotions Ltd is committed to achieving high standards of environmental management in all areas of its business

PA Promotions Ltd encourages any partnership of stakeholders – including community, suppliers, customers, and employees - to be accountable for the impact of their actions upon the environment, and to strive for continuous Improvement. Our policy is to develop, maintain, monitor and implement policies, procedures and management systems which assess and minimise the environmental impact of operations.

#### Contact Details

<b>Primary Contact Name</b>	<b>Tom Worland</b>
<b>Address</b>	<b>Unit A1 Capita Business Park</b>
<b>Post Town</b>	<b>Parkway</b>
<b>County/Region</b>	<b>Cardiff</b>
<b>Postcode</b>	<b>CF3 2PY</b>
<b>Telephone</b>	<b>02920 790006</b>
<b>Fax</b>	<b>02920 790590</b>
<b>Email</b>	<a href="mailto:tom@pa-promotions.co.uk">tom@pa-promotions.co.uk</a>
<b>Invitation to Quote (ITQ) email address</b>	<a href="mailto:sales@pa-promotions.co.uk">sales@pa-promotions.co.uk</a>
<b>Primary Order Contact</b>	<b>Joanne Hooper</b>
<b>Telephone Number</b>	<b>02920 790590</b>
<b>Email address</b>	<a href="mailto:joanne@pa-promotions.co.uk">joanne@pa-promotions.co.uk</a>
<b>Fax Number</b>	<b>02920 790006</b>

#### Response Times

We aim to respond to all enquiries in a timely manner and below are a summary of our targets:

All sales enquiry - telephone, email or post – The client will receive a response the same day

High-lighting any questions on product selection and artwork requirements.

We will then issue the client with a quote within 24hrs highlighting our proposed product selections and all associated costs.

Sample/catalogue requests – Usually sent out same day on a next day service. (if requested before 4pm)

For urgent enquiries where goods are required on an express turnaround we will prioritise the enquiry and respond immediately.

#### Pricing Details



PA Promotions price list

**Additional Personalised Costs**

Additional Personalised Costs	Set-up Costs	Comments
Screen Printing	£28 per colour	
Tampo Printing	£28 per colour	
Foil Blocking	£28 per colour	
Die Stamping	£28 per colour	
Laser Engraving	£28 per colour	
Embroidery	£28 per position	
Origination	£28 per colour	
Artwork Changes	Free of charge	Up to 30 mins artwork time included FOC for each job
Glass Engraving	£28 per colour	
Tooling	£28 per Tool	Cost based on tooling for embossing/blocking

**Delivery Costs**

Delivery Times and Costs		
	Cost	Comment
Same day delivery	£1 per mile	
Next day delivery	£10	Up to 10Kg
Express delivery	£15	Next day pre 10am up to 10Kg
Standard delivery	FOC	

**Pricing Additional Product Discount**

Discount from Hard Copy Catalogue – 15%

Discount from web site – 10%

**Payment Details**

Generally all invoices are submitted electronically via email. Upon award of a contract the Relevant details will be entered into our SAGE system to ensure all financial matters are dealt With correctly.

All invoices include bank details for BACS payments; we also accept MasterCard and VISA Debit and credit payment cards and cheques.

**Value Added Services**

Artwork services are generally offered free of charge – this does not include creative design but covers general layout and typesetting. Basic logo re-drawing is offered free of charge if an existing logo needs to be vectorised.

We hold an annual exhibition which all of our customers are invited to. As well as offering a



free networking opportunity over breakfast and/or lunch it is a valuable opportunity to see a huge range of products first hand and to discuss promotional opportunities with our highly knowledgeable staff. All guests are given a generous goody bags to demonstrate the latest ideas to the market.

We are always happy to offer excess samples and misprints for charity use. For example we always encourage students visiting underprivileged areas on volunteering trips to places like Africa to take pens and pencils to distribute and the schools, this is a rewarding way for us to recycle any excess goods.

We offer a discount scheme to charities and student ventures and are always happy to help with raffle and fundraising gifts if at all possible.

## **Pinfold Promotions Ltd**

### **Introductions**

Pinfold Promotions Ltd, established in 1996, is an experienced, specialist supplier of printed promotional products and corporate merchandise. We are accredited by the trade body of our industry the BPMA (British Promotional Merchandise Association). A selection of our products can be found by going to our online catalogue at: [www.pinfoldpromotions.co.uk](http://www.pinfoldpromotions.co.uk), or in our 144 page colour brochure, this includes an express range of over 80 products. We also have a separate website with a wider range of eco friendly and recycled products.

Pinfold Promotions has a mix of experience and youth on it's team; each of our directors has over 20 years service in this industry, particularly with the public sector.

We firmly believe in training and education and our staff regularly take part in BPMA events which promote best practice and aim to raise standards within our industry.

We are working toward the BPMA Charter Status, which will confirm that we have achieved the highest standards within our specific niche of the promotional product marketplace.

Pinfold Promotions is committed to supplying the best value and quality for our clients and supporting them in making an informed choice of what product best suit their requirements. As standard we include all design and artwork, as well as a free sampling and product recommendation service, giving clients the opportunity to handle and use promotional products prior to ordering.

One of the benefits of working with Pinfold Promotions is our extensive sourcing capabilities; with access to over 60,000 products on our sourcing database, we can select the most suitable product for each campaign.

We currently supply promotional merchandise to a wide range of clients in the Public Sector such as councils, higher education institutions and universities, registered charities such as Samaritans and Air Ambulance, to blue chip commercial companies such as British and Scottish Gas, Waitrose and Matalan, many have been clients for over ten years, and would offer testimonials.

We have built up an extensive supply chain, and as such we are able to meet the most exacting lead times where necessary. Our manufacturing suppliers have published policies covering Quality, Health and Safety, Equal Opportunities, Environmental and Sustainability, and are compliant with all appropriate legislation. We value our suppliers and have an excellent working relation with all of them, with an emphasis on treating them fairly including prompt payment each month. We conduct annual supplier reviews, at both our premises and their factories to ensure continuity of quality of product. As a long established promotional merchandise supplier, we are able to purchase at advantageous prices, which we pass onto our clients.

We care about our environment and community, and are committed to energy savings and sustainable waste management. In 2011 we disposed of our static bins, reducing our waste by 70%. We re-use all cardboard and paper, where possible, the remainder is collected by a professional recycling company. We trade electronically

wherever possible, and because our website is so comprehensive, we have been able to reduce the number of paper catalogues we issue by 50%. Pinfold Promotions is always seeking ways to improve it's efficiency, and this year we have introduced a car sharing scheme which has been taken up by 50% of the staff.

We are very keen to support local charities and clubs and invest time and money in a local riding club, we have made donations to a local youth football team and Nottingham Forest ladies football team. Each year we make a contribution either financially or with product to a charity and this year's charity is Cash for Kids, supplying them with a quantity of printed T-shirts.

### **Environmental Statement**

Pinfold Promotions Limited recognises that our operation has an effect on the local, regional and global environment. As a consequence of this the management are committed to continuous improvements in the environmental performance of our company.

All new employees are made aware of our environmental policy and given a copy at their induction. It is important that all Pinfold Promotions employees when carrying out work for clients on their premises make themselves aware of the client's policy.

### **Our commitment**

The company will use environmentally safe and sustainable energy sources to meet our needs, as well as recommending where possible energy efficient products. We consider the environmental impact of our product range at all stages of their life-cycle and with this in mind we offer a full range of environmental and sustainable products.

For some time now we have recycled paper and cardboard within our business, and take advantage of a professional recycling company for the remainder. We trade electronically where possible and have significantly reduced the number of paper catalogues we issue each year. Our company only supplies polythene bags from photo-degradable polythene, which contains an additive that makes the bag degrade in daylight. We recommend earth positive range of clothing which is organic, fairtrade and climate neutral, certified by the Soil Association. We successfully completed a resource efficiency survey and scored highly, using the minimum in energy and water, no further action required, we are classed as energy efficient. All our equipment is serviced and checked annually, this includes PAT testing.

A car sharing scheme has been introduced in 2013 with a 50% uptake from staff.

We work with our supply chain to ensure they recognise and reduce the environmental impact of their products and transportation. Our suppliers audit their overseas supply points, usually via Intertek, and in most cases, a SMETA audit is available for most products. Products are tested to ensure REACH compliance, and again test reports are available. We have an understanding of the Wee and RoHs directives. We operate within UK laws in relation to labour rights, and all of our suppliers' employees are paid a living wage, We do not engage in or support child labour, or forced labour.

Through an annual audit we implement our polices through training on an annual basis, we strive to set new goals and ways of improving our performance.

This policy is reviewed and updated annually, usually in September.

### **Contact Details**

<b>Primary Contact Name</b>	<b>Mrs Kerry Adcock</b>
<b>Website URL:</b>	<b><a href="http://www.pinfoldpromotions.co.uk">www.pinfoldpromotions.co.uk</a></b>
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<b>Invitation To Quote (ITQ) Email Address:</b>	<b>kerry@pinfoldpromotions.co.uk</b>
<b>Primary Order Contact</b>	<b>Name Mrs Kerry Adcock</b>
	<b>Telephone Number 01636 817400</b>
	<b>Email Address kerry@pinfoldpromotions.co.uk</b>
	<b>Fax Number 01636 816123</b>

### Response Times

Pinfold prides itself on quick, fast response times, and feels it is important that clients are fully informed at each stage of the process, whether it be an initial telephone call or email.

So in first instance Pinfold Promotions' sales team acknowledges the call or email usually within an hour this might include an outline of action to be taken. Depending on the nature of the enquiry a quotation follows the same day or the following day. As standard we offer design visuals, sometimes before a firm price is given if appropriate; design visual are always sent either on first or second day, any amendments take 24 hours.

We also like to offer samples, which are free of charge and these take 2-3 days from initial contact.

If the order is for a bespoke product or high volume we would always send a pre production printed proof, the lead time for this varies from 2- 3 weeks.

Standard production lead times are 10 – 15 days, however, if there is an urgency to an order we often deliver within 5 days; several items within our product range can be supplied on an express service, at no extra charge, this service is 2 – 5 days.

### Price Details



Promotional Products  
price list

### Additional Personalised Costs

We would not charge any additional personalising costs for new products, but follow the matrix in appendix one, and include set up and delivery based on one colour printing. We will only charge for extra colours or multiple printing positions, after having agreed cost with member institution.

<b>Additional Personalised Costs</b>	<b>Set-up Costs</b>	<b>Comments</b>
<b>Screen Printing</b>	<b>£25.00</b>	<b>Per colour/position/design</b>
<b>Tampo Printing</b>	<b>£25.00</b>	<b>Per colour/position/design</b>

Foil Blocking	£40.00	Per design/position
Die Stamping	£40.00	Per design/position
Laser Engraving	£25.00	Per design/position
Embroidery	£0.25	Per 1,000 stitches
Origination	£25.00	Per colour/design/position
Artwork Changes	None	none
Glass Engraving	£15.00	Per design/position
Tooling	£40.00	Per design

#### Delivery Costs

Delivery Times and Costs		
	Cost	Comment
Same Day Delivery	£1 per mile	This is a guide price
Next Day Delivery	£5 per kilo	This is a guide price
Express Delivery	£8.00 per kilo	This is a guide price
Standard Delivery	FOC	

#### Pricing Additional Product Discount

We will offer between 5 - 10% discount on the products in our catalogue, depending on the item and the quantity ordered. Larger quantities offer scope for greater discounts. We also offer extra discount if a range of products are ordered at the same time, and include design, artwork, set up and carriage costs.

We also offer discounted or free pre-production samples.

**Non-core product Pricing Discount – list of product headings**, some of these product headings do contain items listed in the matrix one, but apply to those that are not.

Desk Accessories

Time & Electronic

Gadgets & USB's

Conference & Exhibition

Executive

Eco Friendly  
Bags  
Leather & PU  
Glassware & Awards  
Pens & Writing  
Health & Wellbeing  
Advertising & Promotional  
Sweets & Chocolates  
Travel & Leisure  
Practical  
Diaries & Calendars

#### **Payment Details**

Currently we supply invoices in three ways: paper, email, or uploaded onto a web based finance portal. We are happy to work with each individual company with their preferred purchasing system. Invoices are always sent with the purchaser's name, PO number and usually with a copy of the appropriate PO attached to the invoice. Invoices are never sent out unless they match the PO. Overs or extras are not charged for. Invoices are usually sent out within 7 days of the goods being received.

Payments are accepted by Bacs, cheque, and if required Procurement card. Our accounts department will have set up an account for consortia members once an order has been placed, and will speak to the appropriate person about their preferred payment methods.

#### **Value Added Services**

As standard we offer the following free of charge:

Design

Artwork, including keeping an artwork library / archive

Pre-production samples

Table top exhibitions

Factory visits – but not travel costs

Management time – we don't charge for any visits or time spent at members premises

Storage – we are able to offer short term limited storage

Advice – even if we are not selling we are happy to share our expertise with clients

#### **Banner (Formerly Supplies Team Solutions)**

##### **Environmental Statement**

Banner shares NWUPC's ethos regarding the sustainable and ethical sourcing of the products that we sell. This is demonstrated with our comprehensive certifications and initiatives including:

- Sustainable Products
- ISO 14001:2004 Environmental Management Certification
- FSC Accreditation
- Membership with Sedex
- Membership with Groundworks
- Zero to landfill recycling policy

We have detailed below how each of these will benefit NWUPC:

##### **Sustainable/Environmental Products**

Banner has a stockholding of over 5,000 environmental products which host the following credentials; ISO 14001, ISO 9001, Blue Angel, Eco Label, FSC, EU Eco-label, TCO 99, Fair Trade, Energy Star and Nordic Swan.



We continue to work with our suppliers, sub-contractors and customers to ensure that we exceed legislative standards and reduce, as far as possible, the impact that our activities have on the environment.

To demonstrate our commitment to working with NWUPC, your Promotional Products' catalogue comprises over 300 eco-friendly items!

### **ISO 14001:2004 Environmental Management Certification**

Banner's Environmental Management System is certified to ISO 14001:2004. Furthermore, as part of our stringent vetting of our sub-contractors and suppliers, we ensure that we only partner with companies whose systems and procedures meet our own high standards.

This means that NWUPC can be confident that your own environmental targets are upheld throughout your supply chain.

### **FSC Accreditation**

Banner is FSC Accredited, which means that we can evidence the full chain of custody for the timber-based products that we use and supply – even the brochure that you are reading now is printed onto FSC accredited paper!

### **Sedex Accreditation**

Banner a member of Sedex, which means that our business ethics and operations meet all elements of the Ethical Trading Initiative's base code of practice.

To ensure that we do not operate with organisations that trade unethically, our Merchandise Team thoroughly evaluates companies prior to adding them to our list of suppliers. Through regular monitoring and meetings with suppliers we are able to ensure that they continue to operate at the same high ethical standard of Banner.

This means that NWUPC can be confident that you are trading with an organisation whose ethics marry those of your own.

### **Groundworks Membership**

Banner is a member of 'Groundworks' and as such, has introduced the following programmes:

#### **Environmental**

- Stockholding of over 5,000 environmentally-friendly products
- Zero to landfill recycling policy
- Monitor suppliers' waste reduction activities
- Encourage customers to use electronic trading
- Packaging reduction initiatives
- Using packaging and paper made from 100% recycled fibre
- Use recycling receptors within all of our offices and Distribution Centres
- Encouraging suppliers to use recycled materials for packaging
- Using local suppliers
- Energy efficient, biodiesel vehicles that comply with Euro Emissions Standard 5
- Encouraging consolidated delivery patterns

#### **CSR Initiatives**

- Providing job opportunities for people living locally to our offices and Distribution Centres
- Recruiting drivers throughout the UK and Ireland and close to our customers' locations
- Use of local recruitment agencies
- Local Facilities Management companies for within our offices and Distribution Centres

### **Zero to landfill recycling policy**

Banner operates a zero to landfill policy using the following initiatives:

- We have a zero to landfill recycling policy
- We monitor our suppliers to ensure that they reduce wastage in their activities, operations and packaging via annual Green Reviews
- We will be pleased to collect and recycle paper associated with this Framework
- We encourage customers to implement minimum order values. This is an effective method of reducing waste by maximising both the packaging and the vehicle used in the delivery of products
- We work with customers to implement electronic trading and payment to reduce the paper trail associated with the contract
- Where possible we utilise existing packaging for example; shipping toner cartridges in their original box. We also use shrink wrap to seal two cartridges together in their original packaging for transportation
- We package our products using cardboard boxes and Jiffy bags made from 100% recycled materials
- Delivery Advice notes are printed on 100% recycled paper
- The of our iPack box folding system located within our National Distribution Centre eradicates the need of voidfill by tailoring the box to its contents, as illustrated below:



Our offices and Distribution centres are equipped with the following waste reduction facilities:

- Energy-efficient doors
- Timed 'comfort cooling' offices
- Automatic switch-off taps
- Water-saving toilet flushes
- Zone lighting

### **Re-using and Recycling**

We embrace the philosophy of use and reduce within our operations. We have described below the recycling initiatives that we have implemented throughout our business:

- We work with our suppliers to ensure that they use, as far as possible, packaging and containers made from recycled materials
- Implementation of a confidential shredding service to many of our customers
- Collecting customers' empty packaging associated with their contract at an agreed cost
- All of our offices and Distribution Centres are furnished with paper and plastic recycling receptors

### **Vehicle Emissions and Transportation**

We have reduced the CO<sub>2</sub> emissions, fuel and costs associated with our services by implementing the following initiatives:

- Our network of local suppliers reduces the number of miles that products travel
- We use energy efficient, biodiesel vehicles which comply with Euro Emissions Standard 5
- Our partners, UPS have also recently enlarged their 'green fleet' to incorporate 20 electronic vehicles.
- We have extensive experience of implementing consolidated delivery patterns which drive environmental and cashable benefits to customers. This includes delivery selection days for buildings, floor deliveries and consolidated deliveries. Any cashable savings offered on a 'gain share/pain share' basis of 50% of all savings are verified through an audit process. This reduces CO<sub>2</sub> emissions by 30%
- Use of electronic systems to help customers manage order behaviour and reduce the impact on the environment. These include: 'real time' stock availability, order authorisation, order optimisation and online order tracking. This would reduce orders by 80%, equating to a reduction in CO<sub>2</sub> and cashable benefits
- Advanced driver training to reduce fuel, supported by vehicles built with speed limiters which prevent drivers exceeding 56mph
- We conduct a core fuel analysis on all vehicles
- We use route optimisation software to reduce the delivery miles associated with deliveries. Tests recently conducted around Manchester have identified that this reduced mileage by 24%



Eco Terms and Benefits



Ethical Policy Brands 2013

#### Contact Details

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#### Response Times



We will be focussed on providing NWUPC with the highest standard of service all times and we will endeavour to resolve any queries that you may have as quickly as possible.

To achieve this we work to a set of standard Service Level Agreements and with this in mind, our Account Management Teams are given specific Key Performance Indicators from which their performance is monitored. We have detailed below our agreed response times:

KPI	Description	Expected Achievement Rate
Response Time	All calls to be answered within 10 rings Emails to be acknowledged within 2 hours of receipt Postal correspondence to be acknowledged within 2 hours of receipt	100%
Availability	Account Management Team to be available between 09:00 – 17:30 Monday to Friday (excluding Bank Holidays)	100%
Acknowledgement	All queries to be acknowledged within 24 hours of receipt	100%
Query Resolution	Enquiries are acknowledged immediately upon receipt and the customer is contacted to inform them of the next steps.  In the event of a complaint, the customer is invited to follow our escalation procedure outlined within our response to 3.3	98%

#### Pricing Details



Lot 1 - Pricing Schedule



Product Catalogue

#### Additional Personalised Costs

Additional Personalised Costs	Set-up Costs	Comments
Screen Printing	£25.00 per colour	
Tampo Printing	£25.00 per colour	
Foil Blocking	£25.00 per colour	
Die Stamping	£25.00 per colour	
Laser Engraving	£25.00 per logo	
Embroidery	£30.00 per 5000 stitches	
Origination	£25.00 per colour	
Artwork Changes	Small changes FOC	
Glass Engraving	£25.00 per logo	
Tooling	Subject to product	

#### Delivery Costs

Costs		
	Cost	Comment

<b>Same Day Delivery</b>	Cost to be confirmed	Same day delivery costs are dependent upon the weight of the item and its destination. This will be confirmed at the time of order.
<b>Next Day Delivery</b>	Free of Charge	Next day delivery is dependent upon the lead time of the product required.
<b>Delivery Times Express Delivery</b>	Free of Charge	Express delivery is dependent upon the lead time of the product required.
<b>Standard Delivery</b>	<b>FOC</b>	

The above timeframes are based on non-print items.

### **Pricing Additional Product Discounts**

We will be pleased to provide NWUPC with 5% discount on all products listed within our promotional catalogue, based on single colour print.

### **Payment Details**

Banner is able to offer transactional and consolidated invoicing, which can be raised at company, site or even order point level. To demonstrate our commitment to the environment, our invoices are raised in an electronic format to suit your requirements including; PDF, Excel, XML and cXML.

### **Transactional Invoices**

We will generate an individual invoice as each order is placed. Your invoice will clearly display the order reference detail to provide a full audit trail.

Payment terms for single invoices are 28 days from the date of invoice.

### **Consolidated Invoicing**

Consolidated invoicing can be sorted by a number of variables for your convenience; including cost centre, order number, delivery address, buyer's name and date. Your preferred invoicing format will form a key stage of the implementation plan.

Your consolidated invoices will be accompanied with a summary sheet detailing the previous month's spend and order numbers.

Furthermore, we offer 15 days payment terms from date of invoice, which effectively means you will benefit from up to 45 days credit on goods purchased, as opposed to the standard 28 days payment on individually raised invoices.

### **Payment Methods**

Banner will be pleased to accept payment via any of the following methods:

- BACS payment
- CHAPS
- Procurement Card
- Cheques

### **Value Added Services**

It is our vision to become the number 1 supplier within the UK, providing everything our customers need under one contact and one invoice! We have therefore partnered with some of the leading companies to offer a range of Added Value Services. We recommend the following to be beneficial to NWUPC:

#### **In-house and external design consultancy**

We have partnered with Direct Marketing Ltd to offer leading-edge design consultancy services. We understand that each customer's individual needs are different and therefore each project is unique and tailored to their exact requirements.

Our design consultancy service offers visuals, ideas and product presentations.

#### **Student Purchases**

We have extensive experience of providing vouchers and cards for the purpose of student purchases. We will be pleased to provide this facility to NWUPC.

#### **Bulk Sourcing from the Far East**

To drive down the cost of your contract, we can source bespoke products in the most cost effective manner, whilst ensuring that all relevant ethical sourcing and quality issues are addressed. An effective way to achieve this is through bulk purchasing goods from the Far East.

Bulk ordering generates savings of approximately 30% based upon the cost of purchasing the same goods through a UK distributor. This rationale removes the import/distributor cost from the supply chain. Whilst delivery periods of between 6 to 10 weeks following approval of all specifications and proofs will be experienced, the financial benefits enjoyed will more than compensate for the slightly extended lead-time.

#### **Supplier Vetting**

To support this strategy, our suppliers undergo stringent vetting to ensure that they work in accordance with the ETI Code of Practice.

#### **Promotional Merchandise & Print Feedback**



Promotional  
Merchandise & Print

#### **Promotional Merchandise Fast Moving Lines & Credentials**



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Merchandise fast m