



**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 3 Promotional  
Clothing**

**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 Clothing (Lot 3).

The agreement has been awarded to the following suppliers:

### Lot 3 Promotional Clothing

|   |
|---|
| A.P.P.S.                                |
| Allwag Promotions Limited               |
| Brand Impact Merchandising Limited      |
| Dowlis Corporate Solutions (UK) Limited |
| ESM Branding Limited                    |
| Get Yourself Noticed Limited            |
| Hambleside Merchandise Limited          |
| International Insignis 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**

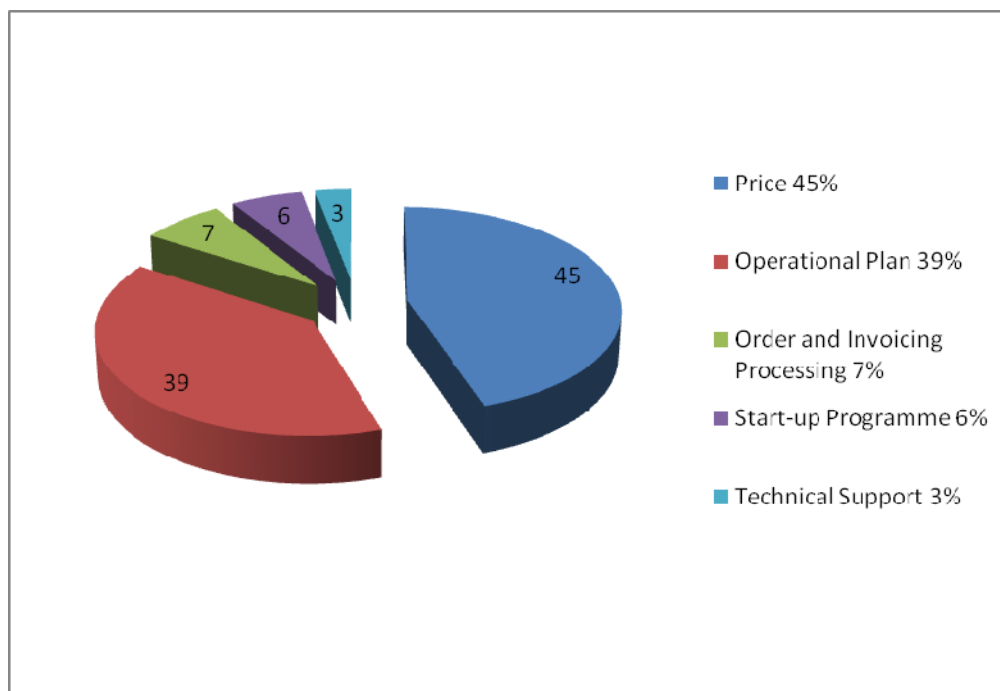
The prices submitted by the successful suppliers cannot increase for 12 months and will be reviewed annually.

Pricing excludes VAT where applicable.

**Provision of Promotional Products**

**Award Criteria**

**Lot 3 Promotional Clothing**



**Suppliers Details**

**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 & 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

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

|                              |  |
|------------------------------|--|
| <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**



Lot 3 Promotional Clothing pricing.xls

**Additional Personalised Costs**

Please contact the supplier for details of any additional costs e.g. set-up, printing embroidery etc.

**Delivery Costs**

| Delivery Times and Costs |      |   |
|--------------------------|------|---|
|                          | Cost | Comment   |
| Same Day Delivery        |      | Charged at cost depending on distance and weight  |
| Next Day Delivery        | £0   | Next working day courier is provided as standard on most orders. Palletised deliveries 2-3 days |
| Standard Delivery        | FOC  |   |

**Pricing Additional Product Discounts**



APPS standard garment price list.pc

<http://www.promotional-goods.org.uk/product-pages.asp?type=Hoodies&cid=38>

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 provided 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 drive 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><a href="http://www.allwag.co.uk">www.allwag.co.uk</a></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



promotional Clothing  
price list

### Additional Personalised Costs

Please contact the supplier for details of any additional costs e.g. set-up, printing embroidery etc.

### Delivery Costs

| Delivery Times and Costs |      |         |
|--------------------------|------|---------|
|                          | Cost | Comment |

|                    |                       |  |
|--------------------|-----------------------|--|
| Same Day Delivery  | Dependant on Location |  |
| Next Day Delivery  | £11.95                |  |
| Standard Delivery* | FOC                   |  |

**\*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). Every clothing order is slightly different as different artwork can effect the branding techniques used and therefore the costs involved. We always quote for clothing on a job by job basis to ensure we are offering the best value option rather than standard website prices.

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 and monthly/quarterly reports will show savings made as a result of this framework agreement.

**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 invoiced 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 epayment 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 Webshops 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.



Brand Impact  
Branded Clothing

### 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

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

### 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



Promotional Clothing  
price list

## Additional Personalised Costs

Please contact the supplier for details of any additional costs e.g. set-up, printing embroidery etc.

## 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 Details

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.

## Dowlis Corporate Solutions (UK) Ltd

### Introduction

Since 1974 Dowlis Corporate Solutions has developed a wealth of experience and expertise in the promotional products/clothing industry, sourcing innovative merchandise from around the world, ensuring that Dowlis customers are the first to know of the latest industry developments and helping them to be the first-to-market with a brand new concept. Although Dowlis is now one of the largest suppliers of promotional products/clothing in the UK and Europe, we take pride in continuing to provide a first class service to all of our clients. We have 45 permanent employees who are all focused on providing the most innovative and creative merchandise solutions to our clients.

Dowlis specialises in:

- corporate programmes: managing an agreed range of promotional products/clothing
- ad hoc projects: supplying merchandise for special orders and campaigns
- bespoke products: starting with a blank sheet and creating a truly unique product
- incentive programmes and reward schemes: for internal and external requirements
- warehousing, fulfilment and distribution
- creative design, marketing support and website creation
- in-house screen print, pad print and laser engraving

### Environmental Statement

We are accredited to ISO14001, this governs our environmental standards and ensures that we maintain our drive to meet and exceed our environmental objectives. We monitor and review our usage of electricity, paper and also vehicle fuel.

We have a range of environmentally friendly and eco options available for all of the products we can supply. Please ask if you have any specific requirements.

### Contact Details

|                      |  |
|----------------------|--|
| Primary Contact Name | Nic Taylor   |
| Website URL:         | <a href="http://www.dowlis.com">www.dowlis.com</a>   |
| Address:             | Dowlis Corporate Solutions (UK) Ltd, 3 River Court,<br>Albert Drive, Woking, Surrey GU21 5RP |
| Post Town:           | Byfleet  |

|   |  |
|---|--|
| <b>County/Region:</b>                           | Surrey   |
| <b>Postcode:</b>                                | KT14 7HQ   |
| <b>Telephone:</b>                               | 0844 225 7070  |
| <b>Fax:</b>                                     | 0844 225 7060  |
| <b>Email:</b>                                   | <a href="mailto:Nic.taylor@dowlis.com">Nic.taylor@dowlis.com</a>           |
| <b>Invitation To Quote (ITQ) Email Address:</b> | <a href="mailto:katryna.pickard@dowlis.com">katryna.pickard@dowlis.com</a> |
| <b>Primary Order Contact</b>                    | Katryna Pickard  |
|   | 0844 225 7070  |
|   | <a href="mailto:Katryna.pickard@dowlis.com">Katryna.pickard@dowlis.com</a> |
|   | 0844 225 7060  |

### Response Times

Your account manager is available 24/7 to answer queries and handle requests.

Enquiries are instantly acknowledged and will then be worked on by the account management team. As a guideline we expect to turn around quotations for UK/European sourced promotional items in 24 hours, Far East sourced items or larger volume items will be quoted in 48-72 hours as agreed when the enquiry arrives.

### Pricing Details



Dowlis Clothing Price List

### Additional Personalised Costs

Please contact the supplier for details of any additional costs e.g. set-up, printing embroidery etc.

### Delivery Costs

| Delivery Times and Costs |      |  |
|--------------------------|------|--|
|                          | Cost | Comment                                    |
| Same Day Delivery        | TBA  | Depends on weight, volume and destination. |
| Next Day Delivery        | TBA  | Depends on weight, volume and destination. |
| Standard Delivery        | FOC  |  |

### Pricing Additional Product Discounts

We would be prepared to offer a 5% discount from our standard price list which is already competitively priced. This is a limited selection of the types of products we can source and supply, we have access to around 350,000 different products we can supply.

### Payment Details

We are happy to operate with member institutions however they prefer, we are able to handle paper, electronic and consolidated invoicing.

We currently take payment by BACS payment on supply of an invoice, Procurement Card or Cheques. We are happy to work with any of these methods.

## Value Added Services

Online Solutions/web development – we host and manage a vast number of online sites on behalf of our clients to allow them easy access to their merchandise. We have our own in-house web developer who designs, programmes and develops online portals for our clients. We are happy to provide some URL's for you to review. Our websites are designed to be easy to use, simple to navigate and are flexible and created to the clients requirements.

Order Collator – one tool we have developed and can utilise is our Order Collator. This allows multiple locations and buyers to source the same items in smaller quantities but pay a lower price as we aggregate all the orders together and everyone benefits from the lower price/higher quantity break.

Storage and fulfilment – we have our own warehouse located in Manchester. This is where we store clients stock for call off and also offer fulfilment services. For example if goody bags need to be made up or clothing sorted into locations and sizing then we can handle that at our own facility.

Marketing and creative – we have an in house design department who work on creative briefs to push what we do creatively and support the client. This allows us to approach the project completely objectively and also use our knowledge of other clients and their projects to research and suggest the most appropriate solution.

Surveys – we have survey software that we can use to gauge opinion and feedback on merchandise and our services. We use this to drive our customer service focus and use the survey to shape how we can improve our products and services.

## 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 Limited 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



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

Please contact the supplier for details of any additional costs e.g. set-up, printing embroidery etc.

### Delivery Costs

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

**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**

Please contact the supplier for details of any additional costs e.g. set-up, printing embroidery etc.

**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 garment 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.
- **Free online Hoody web app** – online portal to view the whole fashion range of AWD College and Varisty hoodies, all ethical statements, and whole colour range viewable online at - <http://www.justhoods.co.uk/>. [with page turner catalogue]
- **Free Clothing Portal** – Fruit of the Loom clothing range, all colours and styles viewable on line with 'Add your own logo' software to personalise your own garment.

- **Clothing Recycling** – Through our recycling partner ‘webuyclothes’ we can arrange pickup and recycling of any clothing from any member institution Uk wide.
- **Free clothing App.** – browse the full range of clothing garments available through your handheld device.
- **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.
- **Free Academic Discount** – for student and department purchases
- **Manufacturer discounts and special offers** - We work with manufacturers such as Gildan, Fruit of the Loom, SG and Kustom Kit to develop heavily discounted special offers.
- **Full Clothing Catalogue** – Free 180 page Hard copy catalogue
- **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 garment styles are on show.

## Hambleside Merchandise Ltd

### Introduction

Hambleside Merchandise is 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 fulfillment 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> |
|-----------------------------|------------------------|

|   |   |
|---|---|
| <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>                                 | <b>2-3 Lancer House, Hussar Court</b>   |
| <b>Post Town:</b>                               | <b>Waterlooville</b>  |
| <b>County/Region:</b>                           | <b>Hampshire</b>  |
| <b>Postcode:</b>                                | <b>PO7 7SE</b>  |
| <b>Telephone:</b>                               | <b>02392 354960</b>   |
| <b>Fax:</b>                                     | <b>02392 434825</b>   |
| <b>Email:</b>                                   | <b>beth@hambleside.co.uk</b>  |
| <b>Invitation To Quote (ITQ) Email Address:</b> | <b>sales@hambleside.co.uk</b>   |
| <b>Primary Order Contact</b>                    | <b>Ruth Tanner</b>  |
|   | <b>Telephone Number: 02392 354960</b>   |
|   | <b>Email Address: ruth@hambleside.co.uk</b>   |
|   | <b>Fax Number: 02392 434825</b>   |

### 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 price list

### Additional Personalised Costs

Please contact the supplier for details of any additional costs e.g. set-up, printing embroidery etc.

### 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.

### **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**

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.

### **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 supports 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

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

### 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

Please contact the supplier for details of any additional costs e.g. set-up, printing embroidery etc.

### Delivery Costs

| Delivery Times and Costs |                |                             |
|--------------------------|----------------|-----------------------------|
|                          | Cost           | Comment                     |
| Same Day Delivery        | £1.50 per mile |                             |
| Next Day Delivery        | FOC            |                             |
| Express Delivery         | £25.00         | Time delivery 10am next day |
| Standard Delivery        |                |                             |

### Pricing Additional Product Discounts

We are prepared to offer you a discount on all products that appear in our catalogue or website that aren't listed in the pricing matrix as follows:

10% garments

5% headwear

5% Golf

Below is a link to our current brochure:

[http://issuu.com/intinsignia/docs/insignia\\_souvenir\\_catalogue\\_2012-low\\_res](http://issuu.com/intinsignia/docs/insignia_souvenir_catalogue_2012-low_res)

### 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)

### 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 is 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

|   |  |
|---|--|
| <b>Primary Contact Name</b>                     | Rebecca Dent   |
| <b>Website URL:</b>                             | <a href="http://www.supplies-team.co.uk">www.supplies-team.co.uk</a> |
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| <b>Telephone:</b>                               | 07957 833248   |
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| <b>Email:</b>                                   | Rebecca.dent@supplies-team.co.uk                                     |
| <b>Invitation To Quote (ITQ) Email Address:</b> | Rebecca.dentl@supplies-team.co.uk                                    |
| <b>Contact</b>                                  | <b>Name: Ian Dixon</b>   |
|   | <b>Telephone Number: 07791 682391</b>                                |
|   | <b>Email Address: ian.dixon@supplies-team.co.uk</b>                  |
|   | <b>Fax Number:</b>   |
| <b>Contact</b>                                  | <b>Name: Anthony Pickstone</b>                                       |
|   | <b>Telephone Number:</b>   |
|   | <b>Email Address: Anthony.pickstone@supplies-team.co.uk</b>          |
|   | <b>Fax Number:</b>   |

### 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<br>Emails to be acknowledged within 2 hours of receipt<br>Postal correspondence to be acknowledged within 2 hours of receipt | 100%                      |
| Availability    | Account Management Team to be available between 09:00 – 17:30<br>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.<br><br>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



Supplies Team  
Catalogue Template



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   |
| Same Day Delivery               | 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. |
| Next Day Delivery               | Free of Charge       | Next day delivery is dependent upon the lead time of the product required.  |
| Delivery Times Express Delivery | Free of Charge       | Express delivery is dependent upon the lead time of the product required.   |
| Standard Delivery               | FOC                  |   |

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**



Promotional  
Merchandise fast m