

Food Standards Agency (FSA) have partnered with YPO for all furniture requirements

YPO Framework | Ref: 697 | Complete Office Solutions



Food Standards Agency (FSA) have partnered with YPO for all furniture requirements, including the refurbishment of the FSA office in York and the move of their London office to Clive House.

The challenge

The FSA was struggling to find a suitable framework for the provision of its furniture requirements at its offices in York and London.

There was no suitable framework available on the Crown Commercial Service website and due to the challenging deadlines for the delivery and installation of the furniture at both sites, there was insufficient time to conduct a competitive tender.

The solution

Having identified a potentially suitable framework with YPO we contacted them and arranged a meeting with Lauren Robinson who explained how the framework operates, the services that YPO can offer, the processes involved and the likely timescales.

We quickly identified that YPO had the expertise, knowledge and capacity to act as our partner, and with YPO offering a managed service for the end-to-end buying processes we opted to sign an access agreement and appoint YPO as our partner organisation.

The result

YPO have provided an excellent and professional end-to-end service

which included help with writing our specifications, advice on pricing issues, evaluating tenders, dealing with supplier queries and ensuring that the successful suppliers were meeting their KPIs and delivery dates and completion of the installation at both sites.

YPO also provided aftercare post installation, to ensure that our expectations had been met.

From this process YPO was successful in awarding Emergent Crown for offices in York and Flexiform for offices in London.

As a result of the excellent service provided by YPO the furniture purchase and installation at both sites went smoothly and was completed on time. This was a major contributor to the overall success of both projects.

By providing a managed service to the FSA, YPO has released a significant amount of FSA internal procurement resource which was directed at other aspects of these strategically important projects.

The FSA would be happy to recommend YPO to other contracting authorities.



End-to-end service



Aftercare



Timely installation



Benefiting the public sector



National coverage



“ As a result of the excellent service provided by YPO, the furniture purchase and installation at both sites went smoothly and was completed on time. ”

Paul Lynch
Procurement Category Manager - FSA