

**Supply & Delivery of Furniture & Associated Services**

RM3812 Customer Guidance & Ordering Procedure





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**1.** **INTRODUCTION**

1.1**Purpose of this document**

1.1.1We have developed this guidance to assist customers through each stage of their procurement under the Supply, Delivery and Installation of Furniture and Associated Services framework agreement awarded by Crown Commercial Service (CCS).

1.2**What is the Supply, Delivery and Installation of Furniture and Associated Services framework?**

1.2.1 The aim of the framework is to provide customers with a ‘one stop shop’ solution for new office, residential and storage furniture, whilst promoting the greater reuse of existing public sector furniture through an additional repair/renovation service.

1.2.2 The framework is designed to provide public sector organisations with a simplified means of sourcing goods and services associated to furniture.

1.2.3 The new framework has 5 lots:

Lot 1 – GPU Hub Programme (accessible to all Public Sector customers)

Lot 2 – Office Furniture

Lot 3 – Residential Furniture

Lot 4 – High Density Steel Storage

Lot 5 – Repair and Renovation

1.3**Who can access the framework agreement?**

1.3.1 **Central government departments**

All UK central government departments, executive agencies and non-departmental public bodies can purchase goods and services using this framework.

* + 1. **Devolved administrations**

All UK departments under devolved administration across Wales, Scotland and Northern Ireland can purchase goods and services using this framework.

* + 1. **Wider public sector**

This framework can also be used by other UK public and third sector organisations.

1.3.4 If you are unsure if you are eligible to use this framework please contact our customer service desk on 0345 410 2222

1.4**Framework duration**

1.4.1 The Framework commenced on 4 September 2017, and has initially been set for a duration of 2 years (expiry is 3 September 2019). There is an option to extend the framework by up to 2, 1 year periods.

1.5**Benefits and features**

1.5.1 **Free, fast and simple to use**

* **Free:** No charge to customers to use the framework
* **Fast:** Using this agreement will speed up and reduce the cost of customers’ own procurement process. The framework provides a compliant and direct route to a range of suppliers through a further competition process or direct award (Lot 1-3 only).Further competition is estimated to take around 4 weeks, depending on the size and scale of the requirement.
* **Simple call-off contract terms:** Customers can use the CCS standard form of call-off terms and conditions
* **Flexibility:** The framework has been designed to cater for a wide range of customers. The lot structure and ability to tailor further competitions will ensure this supports customers’ own delivery considerations such as SME’s and social value.

1.5.2 **Value for money**

* **Standard rates:** Maximum standard rates are fixed for the first 2 years of the framework and may be reduced by suppliers during a further competition
* **Competitive pricing:** Highly competitive pricing for core products and excellent discount for non-core products
* **Savings:** The delivery of savings is embedded into the pricing models through competitive rates, whilst continuous improvement measures will drive value inclusive of whole life cost
* **Management information:** Availability of management information to allow CCS to track buying patterns to identify further savings opportunities
* **Re-use**: The framework allows for repair and renovation of customers’ existing furniture in place of buying new

1.5.3 **Quality of service delivery**

* **Key performance indicators (KPIs):** A robust set of KPI’s measure supplier performance at framework level during the lifetime of the framework agreement. Specific KPI measures can be tailored to each individual customers’ specific requirements within their call-off agreement.
* **Contract management:** CCS will actively manage performance at framework level to ensure continuous improvement in the goods and services delivered under this Framework agreement.

**2. SCOPE**

2.1**Lot structure**

2.1.1 The Supply, Delivery and Installation of Furniture and Associated Services framework comprises 5 Lots, as outlined in figure 1 below:

*Figure 1: Lot information*

**Lot 1 GPU Hubs programme**

**5 Suppliers**

Supply delivery and installation of:

* Office desking and workstations
* Office seating
* Office storage
* General sundries
* Conference furniture and collaboration/break out furniture

All Public Sector can access this Lot.

**Lot 3 Residential Furniture**

**3 suppliers**

Supply delivery and installation of:

* Bedroom furniture
* Beds
* Living room furniture
* Dining room furniture
* Residential seating and associated products

**Lot 2 Office Furniture**

**6 suppliers**

Supply delivery and installation of:

* Office desking and workstations
* Office seating
* Office storage
* General sundries
* Conference furniture and collaboration/break out furniture

**Lot 5 Repair and Renovation**

**2 Suppliers**

The provision of a repair and renovation service for a range of furniture products

**Lot 4 High Density Steel Storage**

**6 Suppliers**

Supply, delivery and installation of:

* Static and mobile storage systems
* Gondola library shelving and associated products

2.2**Supplier list and lot matrix**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Framework Lots** | | | | |
|  | **GPU Hub Programme** | **Office Furniture** | **Residential Furniture** | **High Density Steel Storage** | **Repair and Renovation** |
| **Supplier** | **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** | **Lot 5** |
| **Broadstock Office Furniture Limited** |  |  |  |  |  |
| **Bruynzeel Storage Systems Limited** |  |  |  |  |  |
| **Emergent Crown** |  |  |  |  |  |
| **F.C. Brown (Steel Equipment) Ltd** |  |  |  |  |  |
| **Flexiform Business Furniture Ltd** |  |  |  |  |  |
| **Gresham Office Furniture Ltd** |  |  |  |  |  |
| **Herman Miller Ltd** |  |  |  |  |  |
| **J T Ellis & Co Ltd** |  |  |  |  |  |
| **MS Storage Equipment Limited** |  |  |  |  |  |
| **Premier Moves Ltd** |  |  |  |  |  |
| **Rackline Ltd** |  |  |  |  |  |
| **Rotadex Systems Ltd** |  |  |  |  |  |
| **Senator International Ltd** |  |  |  |  |  |
| **Wagstaff Bros Ltd** |  |  |  |  |  |
| **Whittan Industrial Ltd t/a Link 51** |  |  |  |  |  |
| **Number of Suppliers** | **5** | **6** | **3** | **6** | **2** |

2.3**Service offering**

2.3.1 The framework offers a number of complimentary services to help with the supply of goods and services.

2.3.2 A summary of the complementary services available can be found below, and further details can be found in the Schedule 2: Goods, Services and Key Performance Indicators document available on the [framework web page](http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3812).

* + 1. **End of life disposal (Schedule 2; Part A; paragraph 2.12)**

The supplier will offer a waste management service to uplift furniture and allocate for repair, refurbishment, re-use or breakdown the product appropriately for recycling or disposal

* + 1. **Government Catalogues (Schedule 2; Part A; paragraph 2.14)**

Suppliers will provide e-catalogues to allow Contracting Authorities to view example goods online. This is available for Lots 1, 2 and 3 only.

* + 1. **Space Planning (Schedule 2; Part A; paragraph 2.18)**

The supplier is required to offer a space planning service to Contracting Authorities and provide advice on suitable furniture specifications. This is available for Lot 2, 3 and 4 only.

* + 1. **Site Surveys (Schedule 2; Part A; paragraph 2.19)**

Suppliers will provide free of charge site surveys to view Contracting Authorities premises to assess whether any works are required. The site survey shall comprise of a filing survey, ergonomic assessment and environmental impact assessment.

* + 1. **Ergonomic Workplace Assessments (Schedule 2; Part A; paragraph 2.20)**

Suppliers will provide pre-sales support in terms of ergonomic needs assessment. They will also provide post-sales support in terms of the delivery and set up of furniture with adjustments, and on-going support and maintenance where required.

* + 1. **Delivery (Schedule 2; Part A; paragraph 2.22)**

The Supplier shall provide a UK national delivery service, including Northern Ireland and offshore Islands, and be able to facilitate limited overseas requirements when required.

2.3.9 **Framework Prices inclusive of delivery** **(Schedule 2; Part A; paragraph 2.22)**

Framework prices are inclusive of all costs and expenses relating to the delivery of the goods and services. Suppliers may only apply additional charges for items shipped outside the UK mainland.

2.3.10 **Installation** **(Schedule 2; Part A; paragraph 2.23)**

The Supplier will install products in accordance with the Contracting Authorities specified requirements

2.3.11 **Operating Instructions (Schedule 2; Part A; paragraph 2.24)**

The Supplier will provide operating instructions for each product supplied, and where appropriate electronic versions. They will also provide free of charge on-site assistance and product training for orders requiring installation to ensure the Contracting Authority is aware of the features and functions available.

2.3.12 **Move Management and Reconfiguration (Schedule 2; Part A; paragraph 2.27)**

The Supplier shall offer a move management service to uplift the Contracting Authorities existing furniture and store and/or transfer to a new location as required in accordance with an agreed delivery plan.

* + 1. **Guarantee** **(Schedule 2; Part A; paragraph 2.28)**

The Supplier shall provide a minimum guarantee period for all new products. Please refer to the table provided in Paragraph 2.28 of Schedule 2 Part A for further information by product and lot.

* + 1. **Lead times** **(Schedule 2; Part A; paragraph 2.32)**

The Supplier will supply goods and services within a maximum lead time of 4 weeks from order receipt or in accordance with specific Contracting Authority requirements.

**3. HOW TO USE THE FRAMEWORK**

3.1**Accessing the framework agreement**

[**View the framework web page**](http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3812) **for additional information and documents.**

3.2**Customer user agreement**

3.2.1 Contracting Authorities are required to initially complete the Customer User Agreement form when conducting a further competition (see Annex A) and return this to [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk). Once the form has been submitted, a Customer User Agreement number will be supplied by CCS for use on the call-off and should be quoted on all correspondence (including Procurement/Call Off documents) with suppliers.

3.2.3. A new Customer User Agreement number will be required for each call-off you wish to make under this agreement.

3.3 **Award procedure**

3.3.1 Customers can call-off from the framework agreement by selecting 1 of 2 routes:

* **Direct award**
* **Further competition**

3.3.2Whilst there are 2 routes available, further competition is the default route. Only in the conditions outlined in section 3.7 would a customer have the option to direct award.

3.4**Prices**

3.4.1 Core list

* The core list of products for this framework agreement can be found within the pricing schedules
* These are the products that were priced by suppliers during the framework tender stage
* Framework prices have been set for each item within the core list of products, by each supplier
* These are the maximum rates a supplier can charge for products on the core list, however these prices can be improved on by conducting a further competition
* For access to the pricing schedules, please email info@crowncommercial.gov.uk

3.4.2 Non-core products

* Non-core products are items that are not featured in the core list but are within the scope of the agreement
* Non-core products can be purchased under this agreement, the price of which will be calculated by applying the supplier catalogue discount to the supplier’s price list or by applying the non-core mark-up to the supplier unit cost for that item
* Supplier catalogue discounts and non-core mark-ups can be found in the pricing schedules

3.5**Further competition**

3.5.1 It is expected that the majority of call-offs will be let via a further competition. The benefits of selecting this route are:

* Better value – takes advantage of economies of scale, and allows for suppliers to put forward their best price based on your requirements
* Enables the customer to alter the terms and conditions to suit their needs (to the extent permitted by the PCR 2015)
* Allows customers to incorporate their own KPI’s and specific sustainability/social value requirements
* Allows suppliers to develop proposals for the customers to help shape their requirements

3.6**Conducting a further competition**

3.6.1 A customer wishing to conduct a further competition under the framework will need to:

1. Obtain a unique Customer User Agreement reference number (see section Annex A and paragraph 3.2)
2. Establish which lot(s) are appropriate
3. Develop a clear statement of requirements
4. Consider running a capability assessment - this will allow prospective bidders to review the customer’s initial requirements and consider whether they are likely to bid at further competition stage, or rule themselves out of bidding. The customer can then potentially invite only those suppliers interested in bidding for their requirements.
5. Set weightings and evaluation criteria
   * + Decide how you wish quality and price to be weighted using the further competition award criteria in figure 2 (also in framework agreement, Schedule 6: Award Criteria)
     + Identify the award criteria by which you will evaluate the bids

*Figure 2: Award criteria for further competition*

|  |  |  |
| --- | --- | --- |
| **Criteria Number** | **Criteria** | **Percentage Weightings (or rank order of importance where applicable) - to be set by the Contracting Authority conducting the further competition** |
| A | Quality | 40%  (Customers can change this weighting with a variance of +/- 30%) |
| B | Price | 60%  (Customers can change this weighting with a variance of +/- 30%) |

1. Complete all tender documentation:

* Customers can select either the order form that comes with the call-off terms or their own standard documentation to communicate requirements to the supplier
* Amend or refine the call-off terms to reflect your requirements.
  + Customers must provide the supplier with an invitation to tender that should include (but not limited to) the following;
    - Background information - to help suppliers understand the requirements in further detail
    - Timetable – to set out the deadline for tender submissions and anticipated award date
    - Evaluation guidance – provide guidance on quality/price weightings and evaluation criteria. Document the process intended to be followed so that suppliers are clear on how the successful supplier will be identified. Make sure there is a robust audit trail that documents this process. This will secure fairness and transparency in the process.
  + All tender documentation above must reference the framework ID: RM3812 and your customer user agreement reference

1. Set up the further competition process. There are a number of options available:

* Customers can use the [online eSourcing tool](https://www.gov.uk/government/publications/esourcing-suite-guidance-for-customers); or
* Customers can use their own departmental standard tender process. This will usually be in an electronic format (involving the use of an eTendering system or email process)

1. Invite all capable suppliers to quote for the requirements
2. Evaluate supplier’s bids by following the guidance provided in your documentation, and identify which supplier has been successful
3. Notify all participating suppliers of the outcome of the award. An opportunity should be given for each supplier to obtain debrief information which outlines the reasons why they have been unsuccessful with their tenders.
4. Complete tender documentation and sign call-off agreement

3.7**Direct award**

3.7.1 A direct award can be placed without the need to go through a further competition if the customer can determine that:

* The requirements can be met by the framework suppliers core list or online catalogue in Lot 1, 2 or 3; and
* The requirement is for a low value/low value order (up to the value of £20k); **or** is for continuity purposes where only one supplier can meet a customer’s needs; and
* The framework supplier provides the most economically advantageous solution in respect of your requirements; and
* All of the terms of the proposed contract are laid down in the framework agreement and the call-off terms do not require amendment or supplementary terms and conditions

3.7.2 If you can satisfy **all** of the above criteria then direct award is an available option.

3.7.3 If you have identified that your requirement can only be met by one supplier, then a customer may direct award.

3.7.4 ***If any of the above criteria is not met then a further competition must be the chosen route.***

3.8**Conducting a direct award**

3.8.1 A customer wishing to place a direct order with a specific supplier under the framework will need to:

1. Develop a clear statement of requirements
2. Apply the direct award criteria to the core list/catalogues of all suppliers that are capable of meeting the requirements (framework agreement, Schedule 6: Award Criteria)

*Figure 3: Award criteria for direct award*

|  |  |  |
| --- | --- | --- |
| **Criteria Number** | **Criteria** | **Percentage Weighting** |
| 1 | Price | 100% |

1. Identify the supplier that provides the most economically advantageous solution based on the above criteria
2. Award to the supplier either by placing the order through the online catalogues or by completing and agreeing the call-off terms with the supplier

3.9**Suppliers obligation**

3.9.1 The supplier shall in writing, by the time and date specified by the customer following an invitation to tender, provide the customer with either:

* A statement to the effect that it does not wish to tender OR
* A completed further competition documentation

3.10**eAuction**

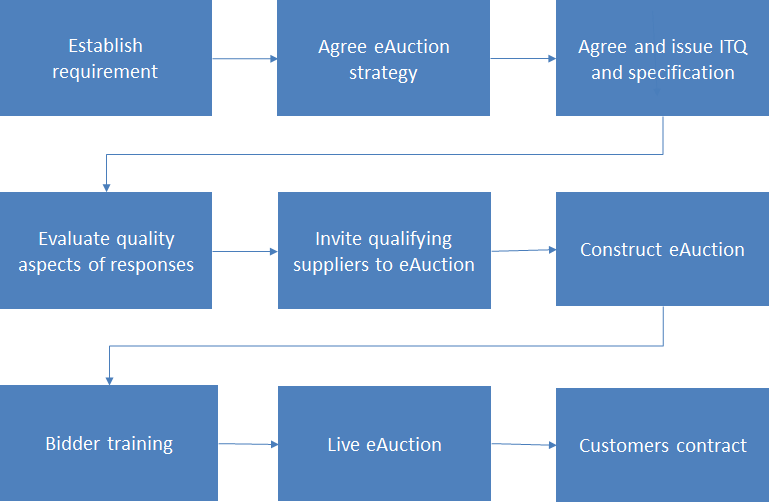
3.10.1 eAuctions can be used to conclude your further competition as an alternative to a traditional price evaluation. They can be based on price alone or a combination of price and quality.

3.10.2 CCS eAuctions are fully managed by us, with a dedicated and experienced eAuction delivery team and expert category advice to help you along the way.

3.10.3 The eAuction programme works to maximise commercial advantages and increase the opportunity for savings using a well proven procurement technique based on secure internet-based technology, which can deliver cashable cost reductions quickly, whilst protecting quality and service levels.

3.10.4 You are invited to contact our eAuction team on [eauctions@crowncommercial.gov.uk](mailto:eauctions@crowncommercial.gov.uk) to discuss your specific needs so that they can advise on whether your procurement is suitable for eAuction and work with you to agree a plan that meets your requirements and timescales.

*Figure 4: eAuction Process:*



3.10.5 Consider whether you can aggregate your demand with that of other customer, to see if you can obtain better value through an eAuction.

3.11**Responsibility for awards**

3.11.1 Each customer is independently responsible for the conduct of its award of call-off contracts under this framework agreement. CCS is not responsible or accountable for and shall have no liability whatsoever in relation to:

* The conduct of other customers in relation to this framework agreement; or
* The performance or non-performance of any call-off contracts between the supplier and other customers entered into pursuant to this framework agreement.
* Customers are reminded of the need to keep a record of their decision making process which shows how the relevant conditions were applied, making it clear that all capable suppliers were considered each time an award was made. Customers will be expected to disclose this documentation to the court in the event of a challenge. It is for each contracting authority to ensure they adhere to their own procurement/commercial governance.

3.12**Contract management**

3.12.1 The customer will manage the supplier in the delivery and performance of the services they have been selected to undertake.

3.12.2 If you have a long call-off term, or large programme of works then regular review meetings should take place to discuss performance (using KPIs as a key tool in this process) and ensure that goods and services are being delivered to an acceptable standard, in accordance with your specification and call-off contract.

3.12.3 If issues cannot be resolved to your satisfaction, then please escalate to the CCS framework manager (see Section 4).

**4. HELP AND ADVICE**

4.1**Help and advice**

4.1.1 If you would like to help deciding which buying option will best meet your specific needs please get in touch with the framework manager (see below).

4.1.2 If you need general advice about CCS please contact our Service Desk (see below).

4.1.3**Contact Details**

|  |
| --- |
| **Contact Details** |
| Framework Manager  Contact: Elizabeth Riley  Email: info@crowncommercial.gov.uk |
| Crown Commercial Service Desk:    Contact Number: 0345 410 2222 Email: [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)  Website: [www.gov.uk/ccs](http://www.gov.uk/ccs) |

4.2 You can also learn more about what we offer online:

<http://www.gov.uk/ccs>

Twitter - [@gov\_procurement](https://twitter.com/gov_procurement)

LinkedIn - [Crown Commercial Service](https://www.linkedin.com/company-beta/2827044/admin)

**Annex A**

**Supply, Delivery and Installation of Furniture and Associated Services – RM3812**

**Customer User Agreement**

The Supply, Delivery and Installation of Furniture and Associated Services agreement is available to all public sector departments and provides a compliant route to purchasing furniture and associated services.

The following information must be completed and provided to Crown Commercial Services prior to conducting any Further Competition call off activity through this agreement.

Please complete and return to: [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Contact Details** | | | | | |
| **Contracting Authority** |  | | | | |
| **Contact Name** |  | | | | |
| **Contact Email Address** |  | | | | |
| **Customer Call Off Requirements** | | | | | |
| **Nature of Service Requirement** |  | | | | |
| **Framework Agreement - Lot** | 1 | 2 | 3 | 4 | 5 |
| **Supplier(s) Invited (if known)** |  | | | | |
| **Estimated Budget** |  | | | | |
| **Value of Call Off (if known)** |  | | | | |
| **Planned Commencement Date** |  | | | | |
| **Planned Expiry Date** |  | | | | |
| **Anticipated spend (by Financial Year) for duration of Contract** |  | | | | |
| **Confirm Yes/No if this information can be shared with the RM3812 supply base** |  | | | | |

Upon receipt of the completed form you will be provided with a **Customer User Agreement Reference Number**. This must be quoted in your documentation when placing an order through the framework with your Supplier(s). This should also be quoted when discussing the Call Off with Crown Commercial Services.

|  |  |
| --- | --- |
| Customer User Agreement - Reference Number | **FURN-0000-2018\*** |

**\*to be completed by Crown Commercial Service**