CONSTRUCTION PRODUCTS, CONSUMABLES AND MATERIALS

Framework Agreement RM3837

Customer Guidance and Ordering Procedure



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# 1. Purpose of document

**1.1** The purpose of this document is to provide guidance to customers interested in accessing the Construction Products, Consumables and Materials Framework Agreement (Reference Number – RM3837).

**1.2** This document outlines the background to the Framework Agreement, explains the different types of Construction Products, Consumable and Materials goods and services available, the various ways (contracting methods) in which the Framework Agreement can be used, the steps involved in the procurement process, either by:

* contract by direct award or,
* contract by further competition.

**1.3** The document concludes with a Customer User Agreement section.

# 2. Overview of Framework Agreement

**2.1** The RM3837 Construction Products, Consumables and Materials Framework Agreement replaces the previous RM3747 Framework Agreement and runs for 18 months from 19th April 2019 until 18 October 2020 with no options to extend. This is an interim framework aimed at bridging a gap while the replacement RM6157 is being developed.

**2.2** The Framework Agreement provides a comprehensive range of Construction Products, Consumables and Materials and associated services. There are nine lots:

* **Lot 1** Construction Products, Consumables and Materials and Associated Services ‘One Stop Shop’
* **Lot 2** Plumbing and Heating
* **Lot 3** Electrical
* **Lot 4** Timber and Joinery
* **Lot 5** Workshop, Industrial and Electrical Tools
* **Lot 6** Paints and Solvents
* **Lot 7** Flooring
* **Lot 8** Small Tool and Plant Hire Services
* **Lot 9** Personal Protective Equipment

**2.3** All suppliers have been appointed onto our Framework Agreement following the successful completion of a thorough EU compliant tendering exercise. There are 28 Suppliers. A list and a matrix of suppliers on each lot is listed on the next page.

**2.4** This Framework Agreement is for use by all UK public sector bodies including (but not limited to) Central Government Departments and their agencies, non departmental public bodies, NHS bodies and local authorities.

**2.5** For absolute assurance that you can access the framework, please check the [OJEU contract notice](https://ted.europa.eu/udl?uri=TED:NOTICE:42399-2019:TEXT:EN:HTML&src=0) published on the Crown Commercial Service (CCS) website.

**2.6** Benefits of this Framework Agreement include:

* greater choice and flexibility,
* a quicker route to market,
* procurement with confidence through a fully EU compliant offering,
* reduced procurement costs and resources,
* range and choice of supplier
* template documentation
* Pre-determined and standardised terms and conditions

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2.7** **Supplier List and Lot Matrix** |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **Supplier** | **Lot 1** | **Lot 2** | **Lot 3** | **Lot 4** | **Lot 5** | **Lot 6** | **Lot 7** | **Lot 8** | **Lot 9** |
| Arco Limited |  |  |  |  |  |  |  |  | X |
| Arden Winch & Co Ltd |  |  |  |  |  |  |  |  | X |
| Ashtead Plant Hire Co Ltd |  |  |  |  |  |  |  | X |  |
| Brammer UK Ltd |  |  |  |  | X |  |  |  |  |
| Bunzl UK Ltd t/a Greenham |  |  |  |  |  |  |  |  | X |
| Burlington Uniforms Ltd |  |  |  |  |  |  |  |  | X |
| City Plumbing Supplies (Holdings) Ltd |  | X | X |  |  |  |  |  |  |
| CMT Equipment Ltd |  |  |  |  |  |  |  | X | X |
| CROSSLING LTD |  | X |  |  |  |  |  |  |  |
| Crown Flooring Ltd |  |  |  |  |  |  | X |  |  |
| DSTO Ltd T/A Head2Toe |  |  |  |  |  |  |  |  | X |
| Edmundson Electrical Ltd |  |  | X |  |  |  |  |  |  |
| Forbo Flooring Systems |  |  |  |  |  |  | X |  |  |
| Future Garments T/A Eurox Ltd |  |  |  |  |  |  |  |  | X |
| Grafton Merchanting GB | X | X | X | X | X | X | X | X |  |
| Imperial Chemical Industries Limited t/a Dulux Trade (ICI Paints Akzonobel) |  |  |  |  |  | X |  |  |  |
| Ioma Clothing Company Limited |  |  |  |  |  |  |  |  | X |
| JAMES BOYLAN SAFETY (NI) LTD TA JBS GROUP |  |  |  |  |  |  |  |  | X |
| Joseph Gleave & Son Ltd |  |  |  |  | X | X |  |  | X |
| PPG Architectural Coatings UK Limited |  |  |  |  |  | X |  |  |  |
| Rexel UK Limited |  |  | X |  |  |  |  |  |  |
| ROMAR INNOVATE LIMITED |  |  |  |  |  |  |  |  | X |
| RS Components Ltd |  |  | X |  | X |  |  |  | X |
| Southern Power Tools & Abrasives |  |  |  |  | X |  |  |  |  |
| Speedy Asset Services Ltd |  |  |  |  | X |  |  | X | X |
| Travis Perkins Trading Company | X | X | X | X | X | X | X | X |  |
| TW Engineering Co. Ltd |  |  |  |  | X |  |  |  |  |
| YESSS (A) Electrical Ltd |  |  | X |  |  |  |  |  |  |

# 3. Accessing the Framework Agreement

This Framework Agreement   
can be utilised.

**Yes**, my requirements are listed under the scope.

Does this Framework Agreement provide a compliant route to procure?

**No/Partially Met,** all of my requirements are not listed under the scope and therefore are not covered by this  
Framework Agreement.

Please check our website: [**https://www.crowncommercial.gov.uk/agreements**](https://www.crowncommercial.gov.uk/agreements)

or contact the Customer Service Desk on   
0345 410 2222   
for further guidance.

Can Value for Money be achieved?

You can establish this by:

* gauging the level of interest from the suppliers
* investigating which suppliers have the capacity to meet your requirements
* allowing suppliers to ‘de-select’ themselves from the competition if they wish.
* This can all be done by sending out a Request for Information (RFI) on the CCS eSourcing tool or by using your own systems

Please note this is not an exhaustive list and you may wish to incorporate other methods.

**3.1** Prior to starting your procurement, please complete the **Customer User Agreement (CUA)** form and send this back to [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk). You will then receive a CUA reference number which should be quoted on all correspondence with suppliers.

Customers can “call-off” this framework by using two routes: direct award or further competition. The further competition route is available via the CCS eSourcing tool:

If you do not already have a login for the eSourcing tool you can register here:

<https://crowncommercialservice.bravosolution.co.uk/web/login.html>

You can also use your own (departmental or authority) documentation and procedures.

**3.2** The template order form and call off terms are covered in Schedule 4 and the call off procedure is covered in Schedule 5 of the Framework Agreement.

**3.3** Supplier catalogues are available so you can directly compare prices between providers for the specified goods or services. Suppliers shall provide percentage discounts based on the volume you buy. If you wish to review the discount schedules, please email our Customer Service Centre at info@crowncommercial.gov.uk.

To establish accurate delivery lead times you can send out a Request for Quotes (RFQ) requesting best delivery lead time.

**3.4** The criteria weightings are set by the Framework Agreement and are subject to the +/- 10% tolerances set out below:

|  |  |
| --- | --- |
| **Criteria** | **Percentage Weighting** |
| Cost / price | 70% (+/- 10%) |
| Quality Total: | 30% (+/- 10%) |
| 1. Order Processing 2. Customer Relationship Management 3. Safety, Technical, Legislative Support and Knowledge 4. Sourced Offering Process 5. Continuity and assurance of supply 6. Faulty Goods 7. Customer Complaints 8. Sustainability | |

Procurement Regulations require that you adhere to weighting levels within these tolerances.

If you set weightings outside of these levels you are at risk of a challenge to your procurement.

You can determine your own low level evaluation criteria, providing they fit under the headline criteria set out. Some suggestions are listed below:

* Cost effectiveness,
* Technical merit
* Technical Assistance
* After sales service
* Aesthetic and functional characteristics
* Running costs
* Environmental characteristics
* Delivery date and delivery period

Please note this is not an exhaustive list.

**3.5** There are a number of options available to you when issuing further competition documents. You can use the online eSourcing tool or alternatively your own departmental standard tender process. This may be in hard format (involving the submission of paper tender documentation and receipt of paper bids) or electronic format (involving the use of an eTendering system or email process).

**3.6** You should initially send out an Expression of Interest (EOI) to all registered suppliers in your selected lot. Once it has been established which suppliers are interested in tendering, you should then send an Invitation To Tender (ITT) to all interested suppliers. This should include:

* A detailed Statement of Requirements (SoR) for the goods and/or services you require (the brief)
* Your award criteria and percentage weightings against which you will be evaluating and awarding the contract. You can design lower level criteria to fit your requirements. These must be in line with the headline criteria subjects and weighting tolerances as shown in **3.4.**
* The return date and time for proposals.

**3.7** Make your award decision by applying the criteria weightings to your evaluation. Rank the participating suppliers in a list compiled by their total score achieved. Award the contract to the supplier that ranks first within the evaluation using the criteria and associated weightings.

**3.8** You should notify all participating suppliers of the outcome, once you have identified a successful supplier. It is good practice to give all participating suppliers feedback on the reasons why they have been unsuccessful or successful and areas where they could improve for future reference.

**3.9** While this is not mandatory under the Regulations, standard best practice is to observe a ten working days standstill period in between making your award decision (Intention to Award) and actually signing a contract. This is also known as an Alcatel period.

**3.10** Place the order with the successful supplier using the order form (Framework Schedule 4). Ordering instructions are contained in Framework Schedule 5. The model contract should be populated and exchanged with the successful supplier and signed by both parties to the contract. Population of the model contract involves the completion of the Deed of Agreement, inclusion of the Contract Schedules, and insertion of the appropriate Optional Contract Schedules.

4. Call-Off Processes

Direct award route map

Send your own documentation to all potential suppliers within your selected lot(s), setting out your requirements and intentions, including your required delivery lead time.

Send out an RFQ to determine delivery lead times from all lot suppliers using your own systems

Send out an RFQ to determine delivery lead times from all lot suppliers using the eSourcing tool:<https://crowncommercialservice.bravosolution.co.uk/web/login.html>

The responses will give you a list of suppliers who can comply with your required lead time and wish to be considered.

Pricing/discount information is available:

1. By request from [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)
2. Supplier catalogues

Choose a supplier from the list of positive responses to your RFQ, based upon the criteria for a direct award (70% price / 30% delivery lead time) in framework Schedule 6, Part A.

Place an order using the order form (Framework Schedule 4) accompanied by the appropriate call-off contract form from Framework Schedule 4, with reference to Framework Schedule 5 (call off procedure).

Further competition route map

Instead of issuing a capability assessment, construct your Further Competition using the RFP (Request for Proposals) tool located at: <https://crowncommercialservice.bravosolution.co.uk/web/login.html>

orusing your own documents. This should include:

Send out an RFQ (Request for Quotes) as a Capability Assessment in order to establish Supplier interest using the eSourcing tool : <https://crowncommercialservice.bravosolution.co.uk/web/login.html>

A detailed Statement of Requirements for the building materials you plan to procure.

You can also send your own documentation to all potential suppliers within your selected lot(s). This should include a statement describing your requirement(s) covering the whole of the contract, particularly your preferred timeline(s) and your chosen form(s) of contract.

The award criteria and percentage weightings against which you will be awarding the contract. You may design sub-criteria elements to suit your own requirements. These must be in line with the headline criteria subjects and weighting tolerances listed in Framework Schedule 6 – Part B.

The responses will give you a list of suppliers who can comply with your requirements and wish to be considered.

# 5. Further information

Provide feedback to the unsuccessful suppliers explaining reasons for your choice that demonstrate the robustness of the further competition and enable them to improve future bids.

Referring to your award criteria, award the call-off contract to the winning Supplier. Use Framework Schedule 4 (order form and call-off terms) with reference to Framework Schedule 5.

The tender return date and time, which should be proportionate to the scale or complexity of the project and/or if you are offering site visits.

**E-Sourcing Portal**

**Online links** for e-sourcing:

Guidance:

https://www.gov.uk/government/publications/esourcing-suite-guidance-for-customers

Cust*o*mer registration page for e-sourcing tool:

<https://crowncommercialservice.bravosolution.co.uk/web/login.html>

**E-marketplace – Basware**

**Online links** for the eMarketplace:

Government eMarketplace: Changing The Landscape of Public Sector Purchasing

<https://www.gov.uk/government/publications/government-emarketplace>

eMarketplace – A Guide for Public Sector Buyers. Full guidance on registration, catalogues, contracts directory, request for quote

<https://www.gov.uk/emarketplace-a-guide-for-public-sector-buyers>

**Help and Support** for eMarketplace:

Email:[eMarketplace@crowncommercial.gov.uk](mailto:eMarketplace@crowncommercial.gov.uk)

or call 0345 410 2222

**Crown Commercial Service Customer Service Desk**

# **Tel:** 0345 410 2222

# **Email:** info@crowncommercial.gov.uk

# Construction Products, Consumables and Materials – RM3837

**Customer User Agreement (CUA)**

The commercial agreement can be utilised by eligible central government departments and all other UK public sector bodies, including local authorities, health, police, fire and rescue, education and devolved administrations. It is intended that this framework agreement will be the recommended vehicle for all construction products, consumables and materials required by UK central government departments.

Prior to any supply market engagement, call off services or placing an order through this agreement, please complete the below form and return to Crown Commercial Service via [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk). Please provide an answer for every question, for multiple choice questions (identified by **\***) **please choose the relevant option by highlighting in yellow.**

Customer Call-Off Requirements will be collated via a Customer User Agreement Tracker and shared as a pipeline with framework suppliers to ensure capacity and resource planning for projects within the market. Customer Contact Details are redacted in line with GDPR.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Contact Details | | | | | | | | | |
| Contracting Authority |  | | | | | | | | |
| Contact Name |  | | | | | | | | |
| Contact Number |  | | | | | | | | |
| Contact Email Address |  | | | | | | | | |
| If there are any security or confidentiality reasons as to why the Contracting Authority name will need to be withheld from the Customer User Agreement Tracker pipeline which is shared with Suppliers as detailed above, please indicate by highlighting Yes or if this question does not apply to you then choose N/A **\***  If ‘Yes’ is not highlighted, then the Contract Authority name will be shared in the Customer User Agreement Tracker. | Yes – The Contracting Authority name must be withheld from the Management Database pipeline which is shared with Supplier.  or  N/A | | | | | | | | |
| Customer Call Off Requirements | | | | | | | | | |
| Nature of Service Requirement |  | | | | | | | | |
| Framework Agreement - Lot **\*** | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Further Competition/Direct Award |  | | | | | | | | |
| Procurement Portal Used (Please include address) |  | | | | | | | | |
| Supplier(s) Invited (if known) |  | | | | | | | | |
| Value of Professional Fees (Call off contract value) |  | | | | | | | | |
| Total Project Value - Including the use other frameworks to complete the project. Please specify. |  | | | | | | | | |
| Planned Commencement Date of Procurement |  | | | | | | | | |
| Anticipated start date of contract |  | | | | | | | | |
| Anticipated end date of contract |  | | | | | | | | |

Upon receipt of the completed form you will be provided with a Customer User Agreement (CUA) Reference Number. This should be quoted in your documentation when placing an order through the framework with your service provider(s). This should also be quoted to CCS when discussing the Call-Off Contract in question.

|  |  |
| --- | --- |
| Customer User Agreement - Reference Number**\*** |  |

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