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# 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.

|  |  |
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| Customer User Agreement - Reference Number |  |

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